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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT MEHTERLAM CITY (2010)

OCTOBER 2010

This publication was produced for review by the United States Agency for International Development. It was prepared by DAI.

REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

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Program Title:	Regional Afghan Municipalities Program for Urban Populations Regional Command – East (RAMP UP East)
Sponsoring USAID Office:	USAID/Afghanistan
Contract Number:	306-C-00-10-00526-00
Contractor:	DAI
Date of Publication:	November 14, 2010

The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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RAMP UP EAST BACKGROUND

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mahmood Razi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- **CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level:** All activities under CLIN 1 will directly contribute to enhancing the capacity of municipal officials, managers and technicians to perform their core municipal management responsibilities. Based on an empirical understanding of the skills, capabilities, and knowledge of municipal staff, RAMP UP East provides a combination of on-the-job mentorship, training, and advising to enable more visible, responsive, and accountable governance at the municipal level.
- **CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs:** Activities carried out under CLIN 2 support municipalities in delivering visible, tangible, and desirable services to citizens in the form of municipal service delivery projects (Municipal Projects). These projects simultaneously fill two purposes: (1) municipal projects provide citizens with marked improvements in daily life, helping them gain satisfaction with and confidence in their municipal government; and (2) in executing projects hand-in-hand with municipal officials, RAMP UP builds capacity with a clear learning-by-doing approach, solidifying the GIRoA's capacity to sustainably deliver services to citizens in the long term.
- **CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level:** Activities implemented under this CLIN directly support the growth of local economic development and strengthening of revenue generation, and thereby the municipality's ability to finance its service offerings and operating costs. As RAMP UP activities under CLINs 1 and 2 strengthen municipal capacity and service delivery, activities under CLIN 3 use the capacity, service improvements, and infrastructure to facilitate business growth and job creation.

PART ONE: EXTERNAL SURVEY MEHTARLAM CITY



October 2010

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INTRODUCTION

Through the Regional Afghan Municipalities Program for Urban Populations (RAMP UP), USAID is supporting 14 municipalities in Eastern Afghanistan to improve local governance, addressing infrastructure, service delivery, leadership and management capacity.

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mahmood Razi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level.
- CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs.
- CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level

To assess the success of the programs in these municipalities an annual survey of residents of these 14 cities is being conducted to measure the change in citizen perspectives about governance and services.

This report outlines the results for the baseline survey conducted in Mehtarlam. In-person interviews were conducted with 200 residents from August 18, 2010 to August 31, 2010.

DEMOGRAPHICS

Enumerators visited 200 houses in Mehtarlam and interviewed one representative in each home. Of those interviewed, 72% were men, 79% were married and 48% had a high school or university education. Respondents spanned a wide age range, 43% were 30 years old or younger, 27% were 31 to 40 and 31% were over 40. There was an even split of larger and smaller households; 50% had ten or fewer people and 50% had more than ten people. Most households (85%) owned their homes and had a Qabala or other way of proving their tenure.

OVERVIEW

Most residents thought the quality of life in Mehtarlam was good or fair, but one in five rated it as poor. About 7 in 10 of the heads of households were employed full time and 23% were employed part time. Residents were divided in their views of employment opportunities in the city – half thought the number of opportunities was good but about one-third thought it was poor. There was some optimism as half the respondents thought employment opportunities had increased in the past year.

The job their city government was doing providing services was rated as somewhat good by 84% of residents.

- Most Mehterlam residents either put their trash in the street or took it to an improvised dumpsite. They were very dissatisfied with these disposal methods. Respondents reported that the City did not pick up trash from the streets and City trash services were rated as poor by most residents.
- Most residents got their drinking water from wells; 7 in 10 rated the quality of drinking water as poor.
- Their electricity came from government power stations. Most were satisfied with the electricity service, except for the cost.
- Residents generally used dry latrines for their toilets and open drainage canals for their wastewater. Residents rated the condition of drainage canals and the services to clean, repair and construct the ditches as poor.
- Highways and main city roads were generally in better condition than neighborhood streets. The condition of their neighborhood streets and street repair and construction services were rated as poor by about half the residents.
- A few residents had access to a nearby park and many had access to parks further away. These parks were thought to be of poor quality.
- When asked to prioritize services, the three services most commonly named in the top three were supplying clean drinking water, providing electricity service and providing a new dump site for trash disposal.

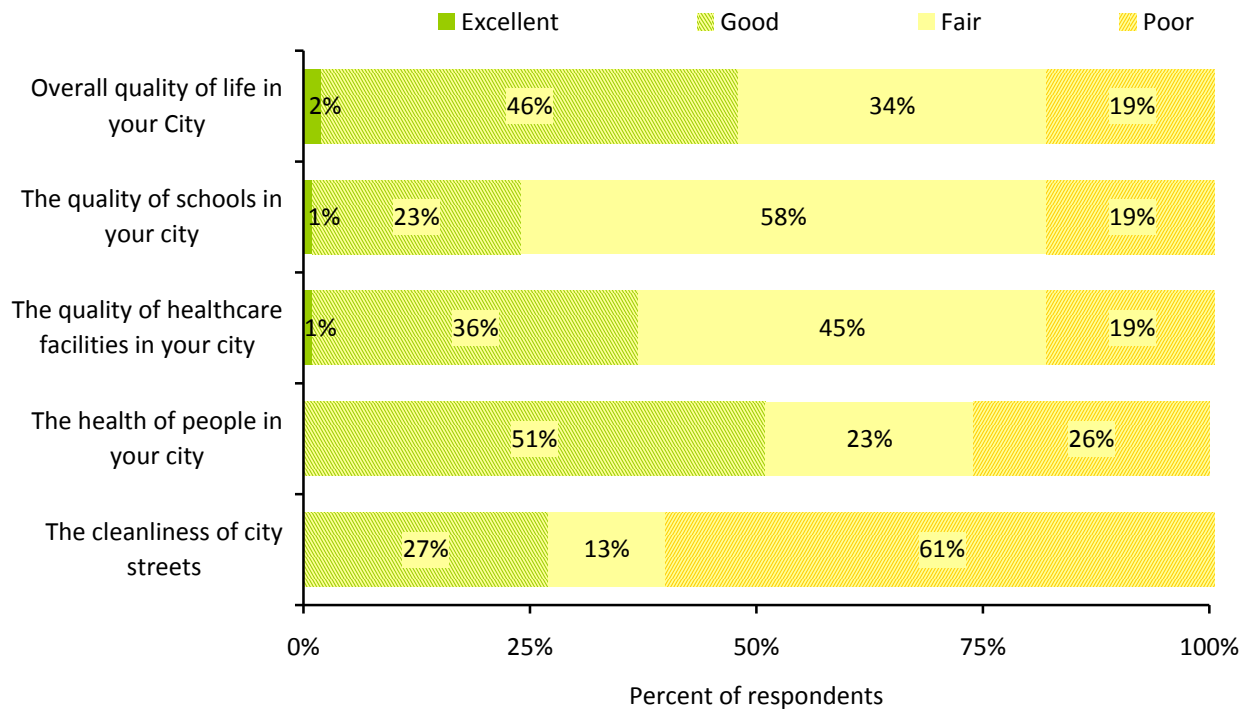
About half the residents in Mehterlam knew who their mayor was and 56% had contacted the municipality to request a service or get help with a problem. Residents were generally confident in their government.

- Sixty-two percent thought their local government was sometimes or almost always working to serve people like them and 79% thought they could have a lot or at least a little influence on local government decision-making.
- About 7 in 10 residents or more had at least some or a great deal of trust that government was conducting activities for their benefit at the local, provincial and national levels. They also trusted local religious leaders, local businessmen and donor agencies.
- About 2 in 10 residents said that they always or in most cases had been asked to give cash, gifts or a favor when they were in contact with municipal government officials, 8 in 10 said they were never asked or only in isolated cases.
- Over half said they always or in most cases had been asked to give cash, gifts or a favor when they were dealing with the judiciary or court.
- Like other cities, almost everyone thought corruption was a major problem across Afghanistan and that it had increased in the past year.
- A majority of residents in Mehterlam, regardless of gender, were strongly or somewhat supportive of women having equal access to education and participation in government.

QUALITY OF LIFE

Residents of Mehterlam were most likely to rate the quality of life in their city as excellent or good (48%), but 34% thought it was fair and 19% thought it was poor. Most residents (61%) rated the cleanliness of city streets as poor. While 51% thought the health of people in the city was good, 26% thought it was poor.

Figure 1: Quality of Life in Mehterlam



EMPLOYMENT

Most residents of Mehterlam had a positive outlook on employment; 56% thought the number of job opportunities was good and that it had increased in the past year and most heads of households were employed full (69%) or part (23%) time. However, one-third of residents thought the number of job opportunities was poor and 14% thought it had decreased in the prior year.

Figure 2: Job Opportunities in Mehterlam

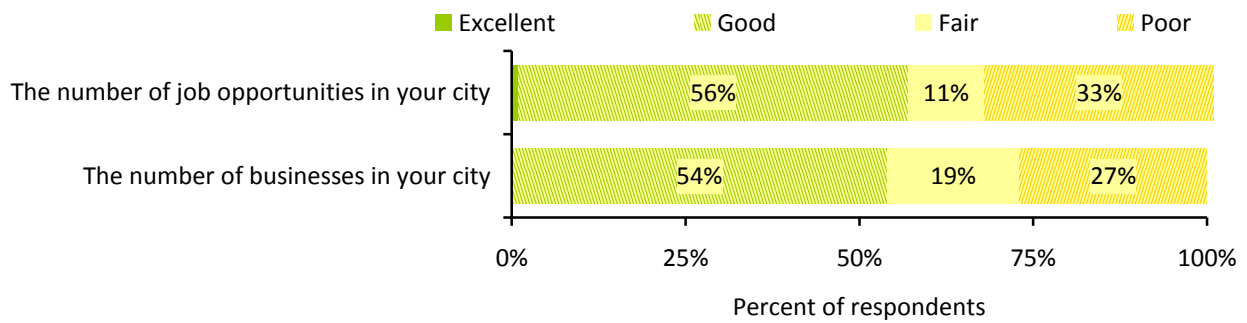


Figure 3: Change in Job Opportunities in Last Year

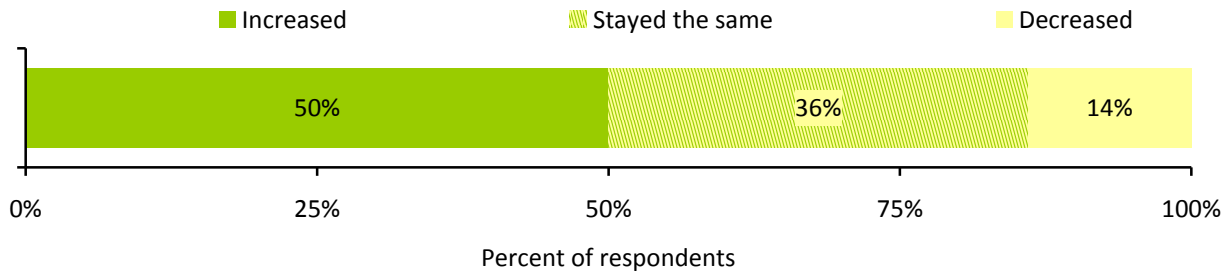
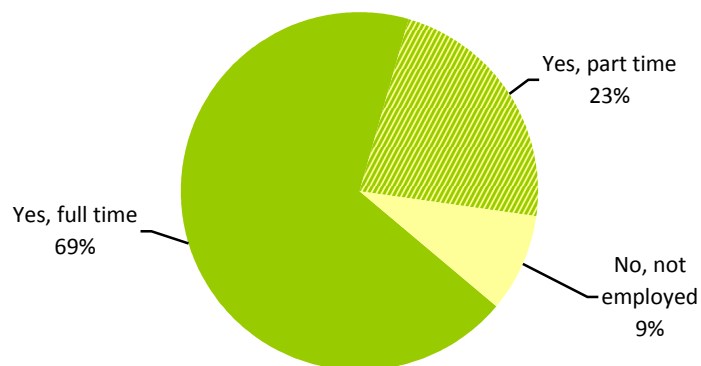


Figure 4: Head of Household Employment Status

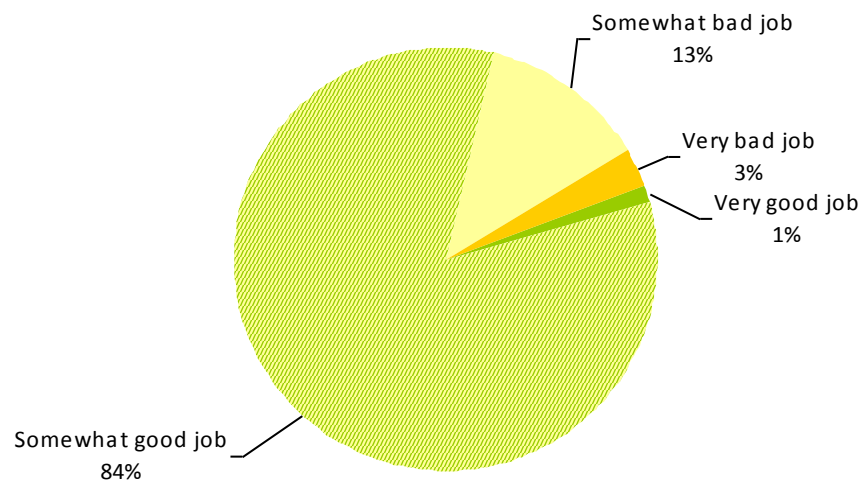


SERVICES

Afghan cities vary in the number and type of services they are able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, or may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

Mehterlam residents generally thought that their local government was doing a somewhat good job in providing services.

Figure 5: Overall, How Well is the City Providing the Services You Think They Should Provide?



SOLID WASTE

Poor ratings for street cleanliness were understandable given that 60% of residents dispose of their trash in the streets, and others use improvised dump sites. Few residents use an official dump or public container.

Residents are generally very dissatisfied with the way they are disposing of trash regardless of their method.

Figure 6: Trash Disposal Method

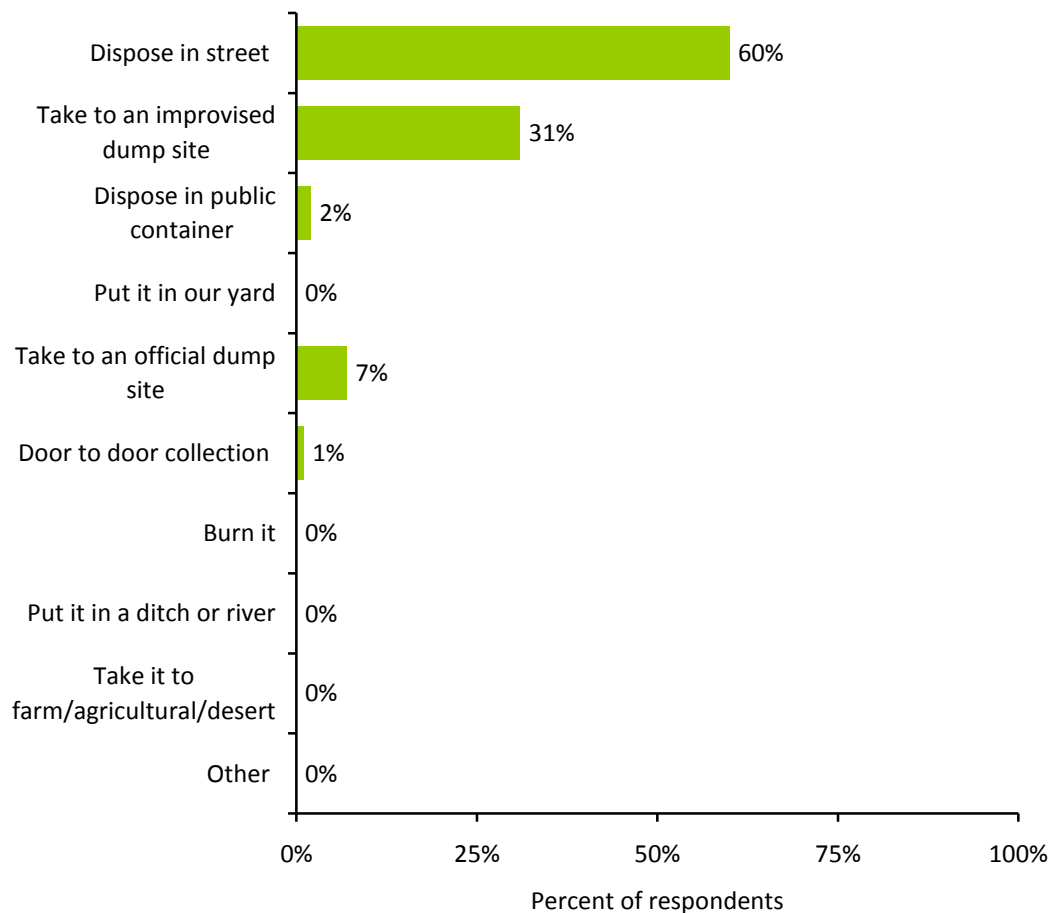
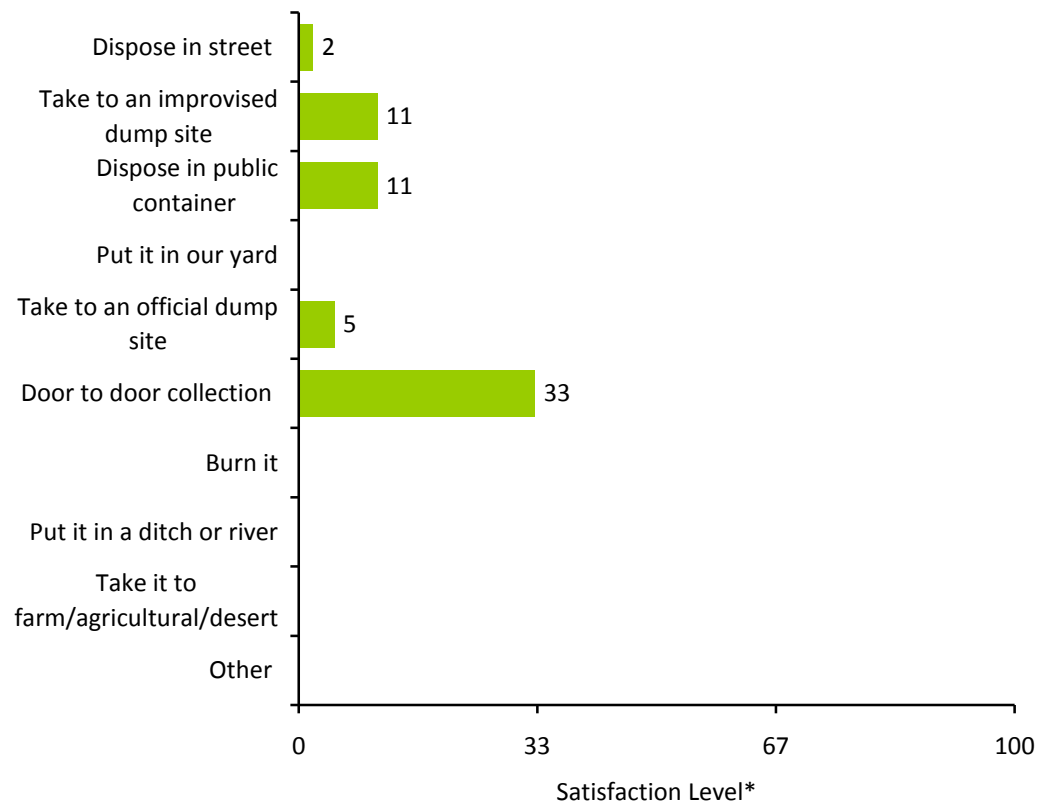


Figure 7: Satisfaction with Trash Disposal Method



**Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied*

Residents generally said that the city did not remove trash from the streets, but some thought they did once a month or less frequently. They thought this service was covered by their Safayi taxes.

Figure 8: Frequency of Trash Removal from Street by City

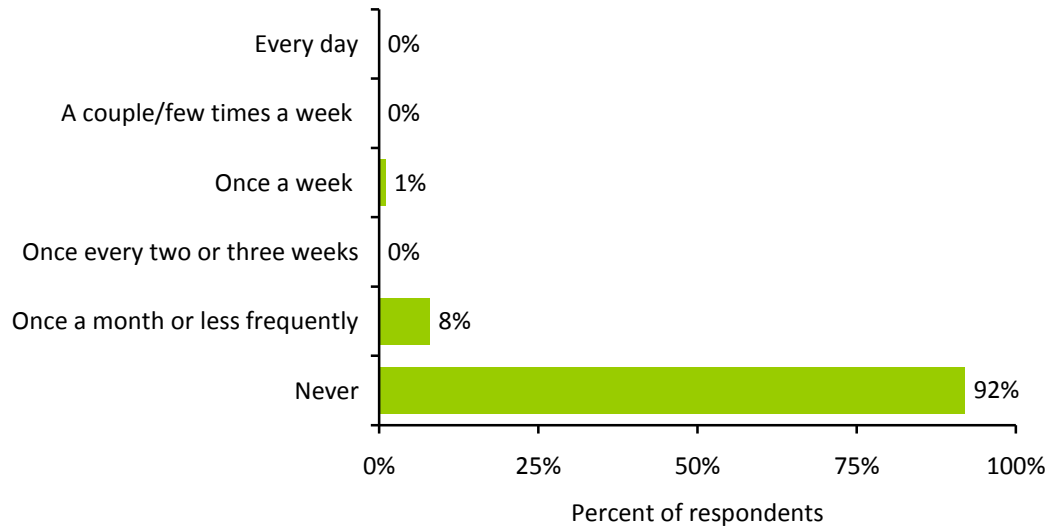
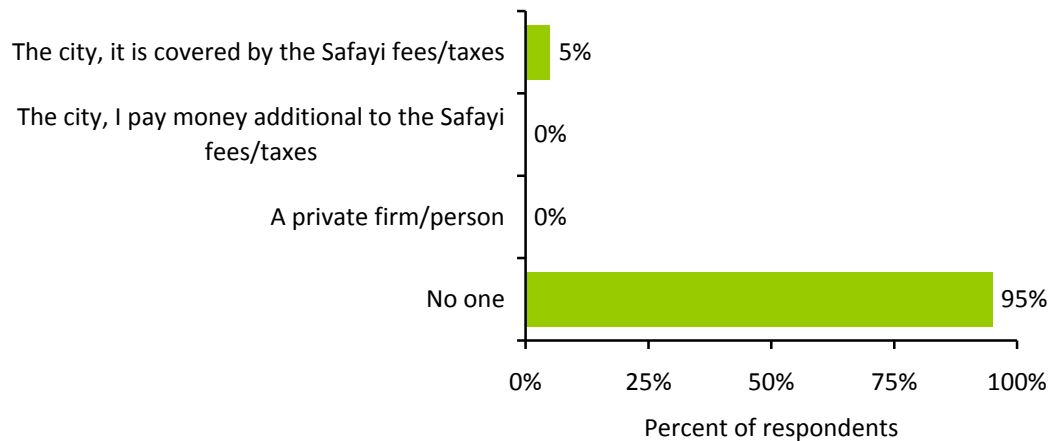
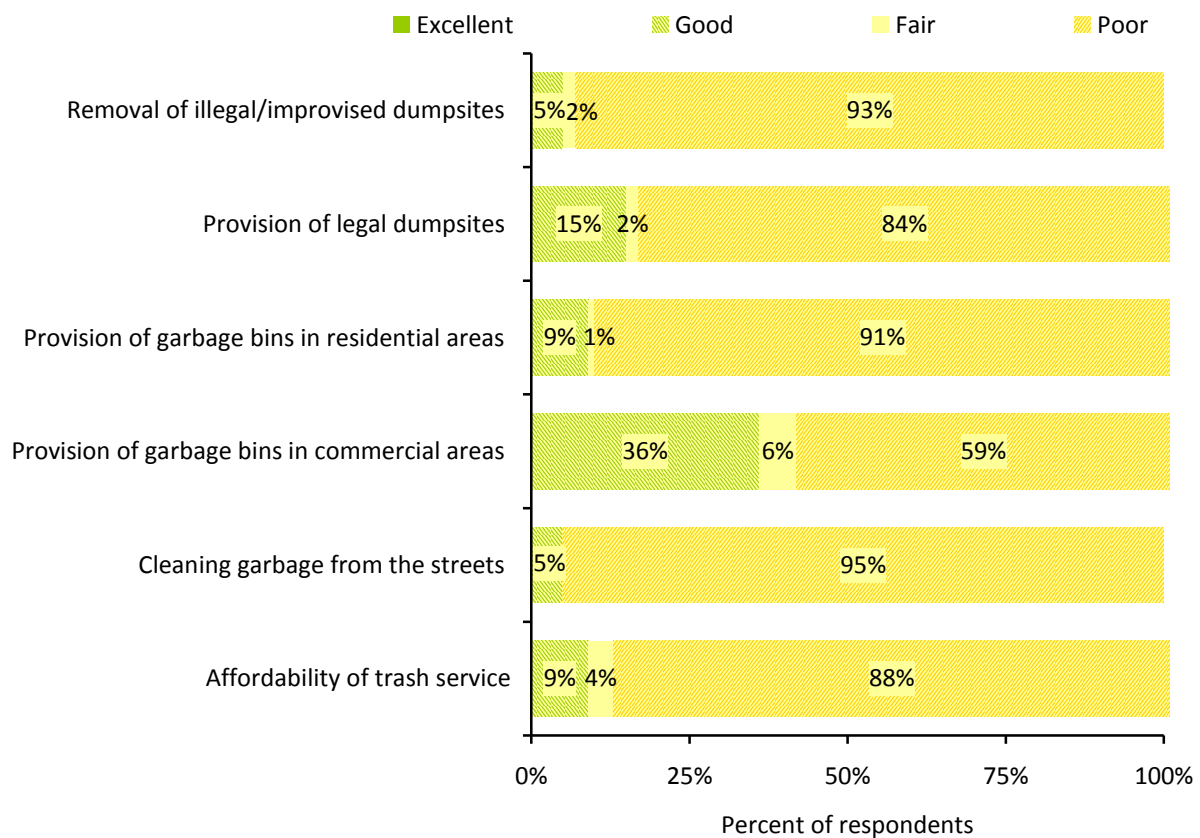


Figure 9: Who Do You Pay for Trash Service?



Residents were dissatisfied with trash services. Almost all rated the removal of illegal/improvised dumpsites, cleaning garbage from the streets and the provision of legal dumpsites and garbage bins in residential areas as poor. Provision of garbage bins in commercial areas had slightly better ratings, but 59% still thought this service was also poor.

Figure 10: Quality of City Trash Services



WATER

Most residents got their drinking water from a well, whether on their property (79%) or shared with a neighbor (19%). A few households used a public standpipe (3%) and a few said they had water piped to their home from a government supplier. Those who used well water were somewhat less likely to have experienced a waterborne illness in the past year.

Figure 11: Drinking Water Sources

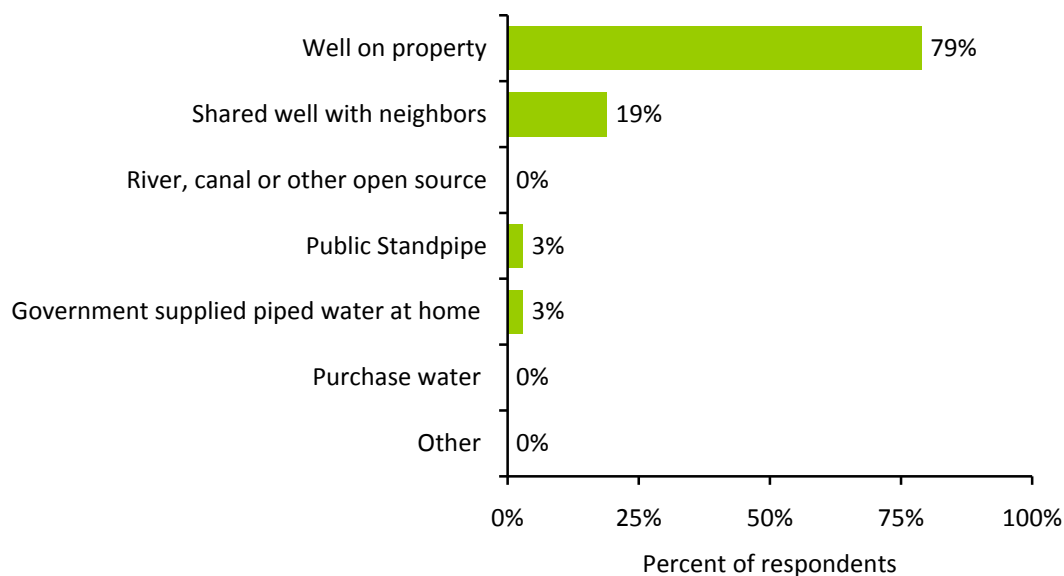
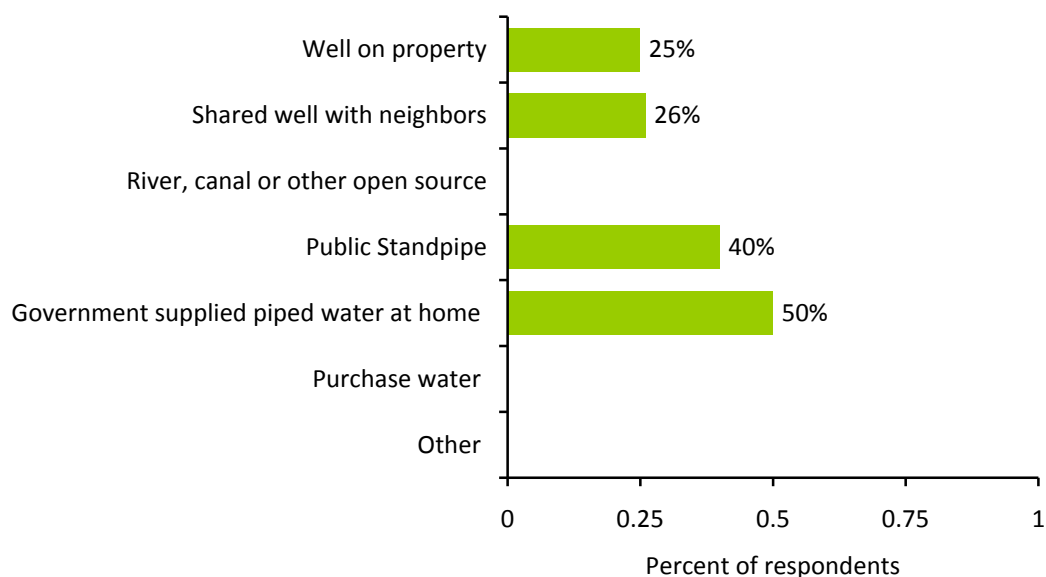


Figure 12: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source



Those with government water service, paid between 50 and 600 Afn per month for water, but 71% rated the quality of the water as poor and 43% rated the frequency of supply as poor.

Figure 13: Who Do You Pay for Water Service?

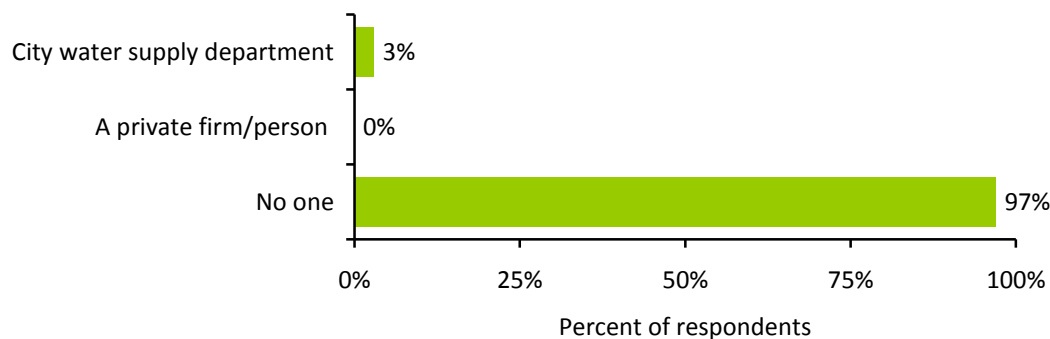


Figure 14: If You Pay for Water Service, How Much Do You Pay Per Month?

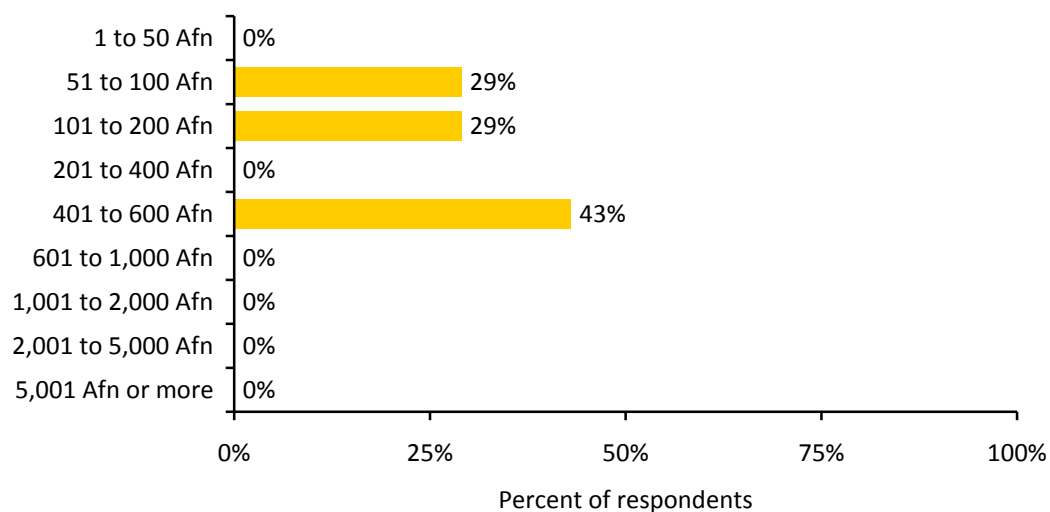
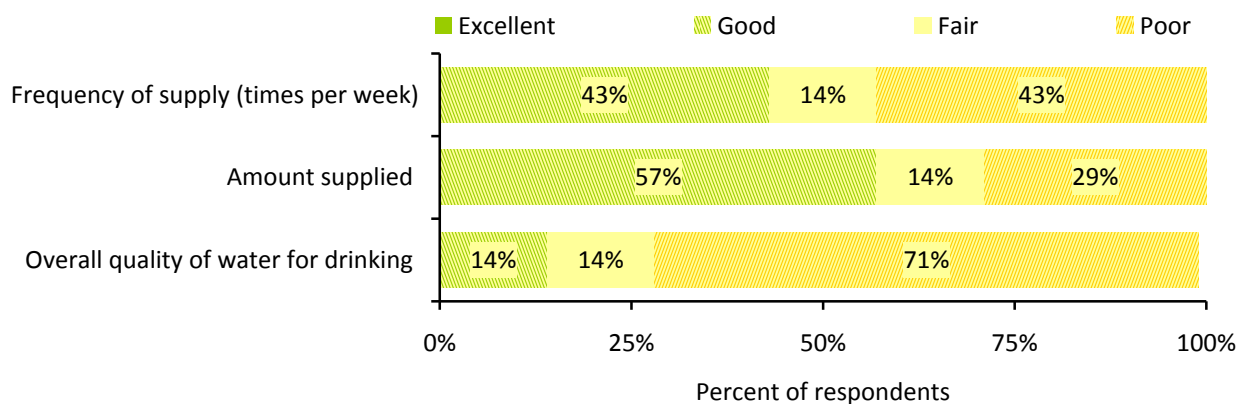


Figure 15: Quality of City Water Services



ELECTRICITY

Households in Mehterlam were most likely to get their electricity from a government supplier. Most of these households paid the city for their electricity, but a few said they paid no one. Households varied in the amount they paid each month for electricity. They generally paid between 600 and 5,000 per month (although the amount they received was not known).

Figure 16: Electricity Sources

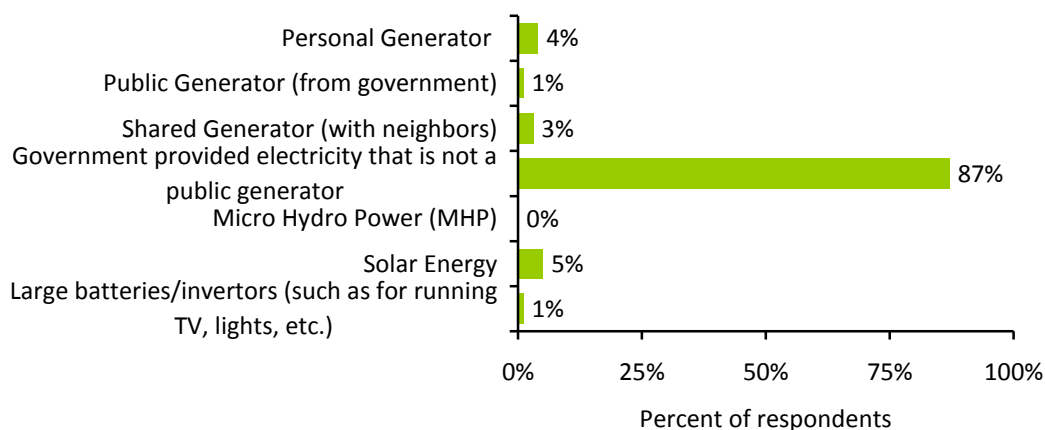


Figure 17: Who Do You Pay for Electricity Service?

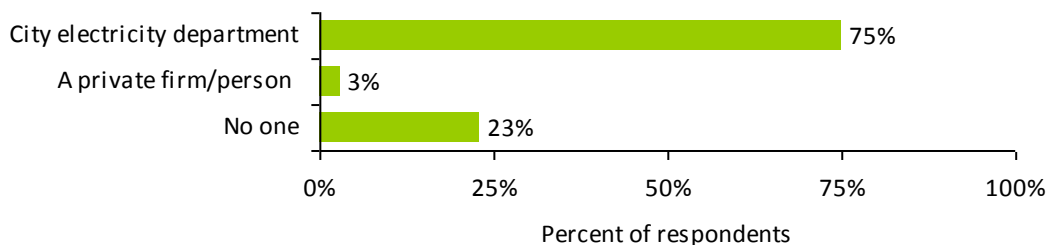
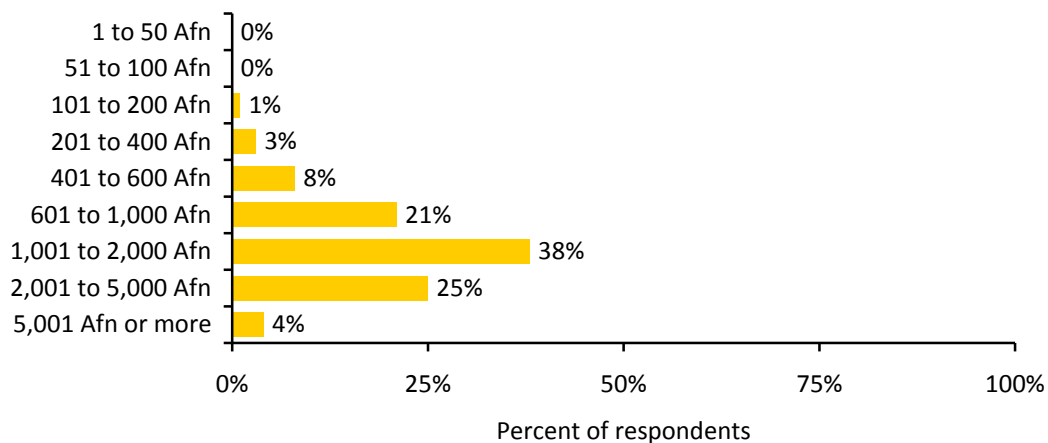
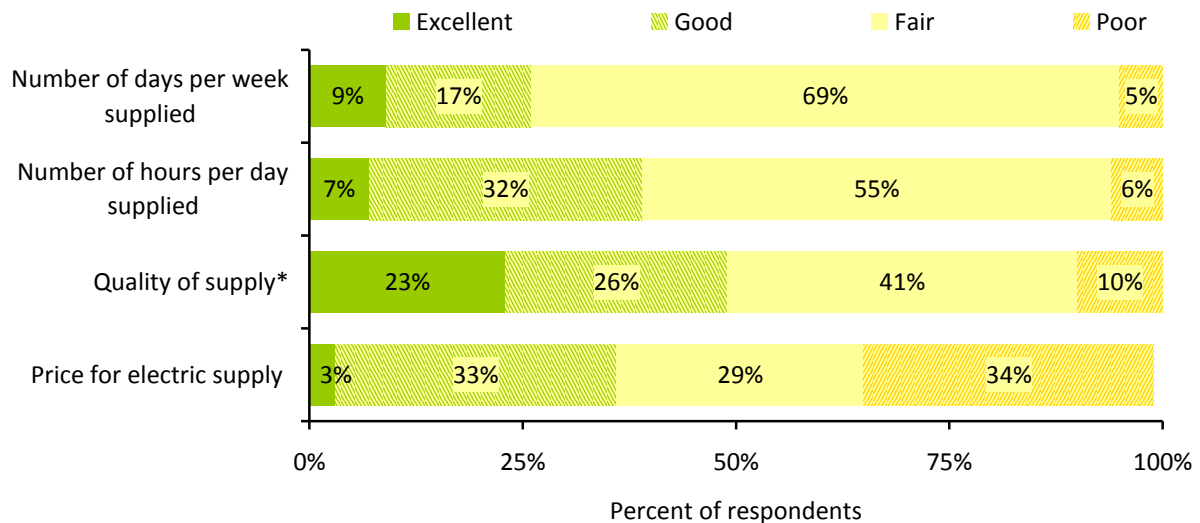


Figure 18: If You Pay for Electricity Service, How Much Do You Pay Per Month?



The frequency of city electricity service was rated as fair by 69% of respondents, good by 17%, excellent by 9% and poor by 5%. Quality of supply (level of power and number of cutouts during transmission) was rated as excellent or good by half the respondents and fair by 41%. Respondents were least satisfied with the price, 36% thought it was excellent or good, but 34% thought it was poor.

Figure 19: Quality of City Electricity Services



**Electricity power and cut outs during service hours.*

ROADS, DRAINAGE AND SANITATION

Most residents used a dry latrine for their toilet (86%), but 7% had indoor plumbing and 8% had a latrine with a septic system. Most households drained their wastewater via an open ditch or canal (86%), but 13% had a septic system for drainage. Most residents rated the condition of these ditches near their homes and the quality of city ditch repair, cleaning and construction as poor. Larger ditches and canals in the city were thought to be in better condition.

Figure 20: Type of Toilet in Home

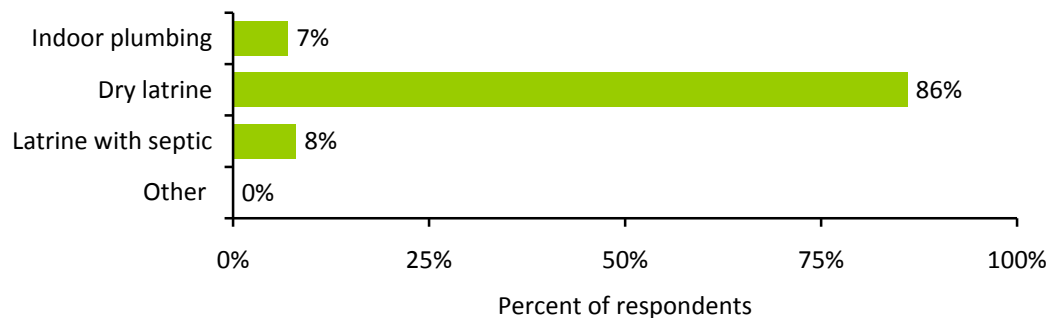


Figure 21: Type of Drainage for Waste Water

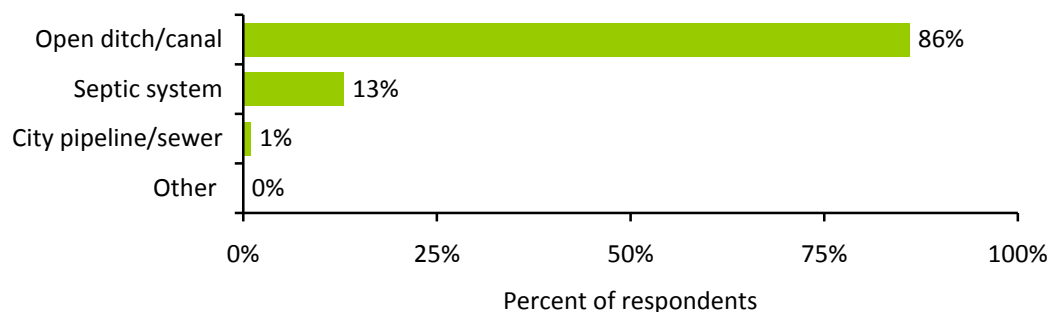
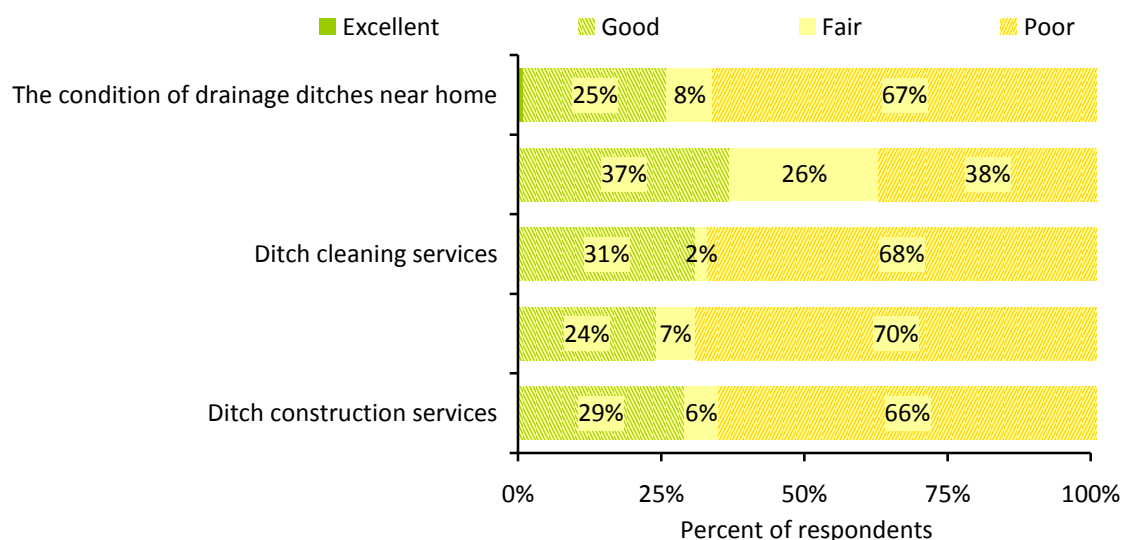
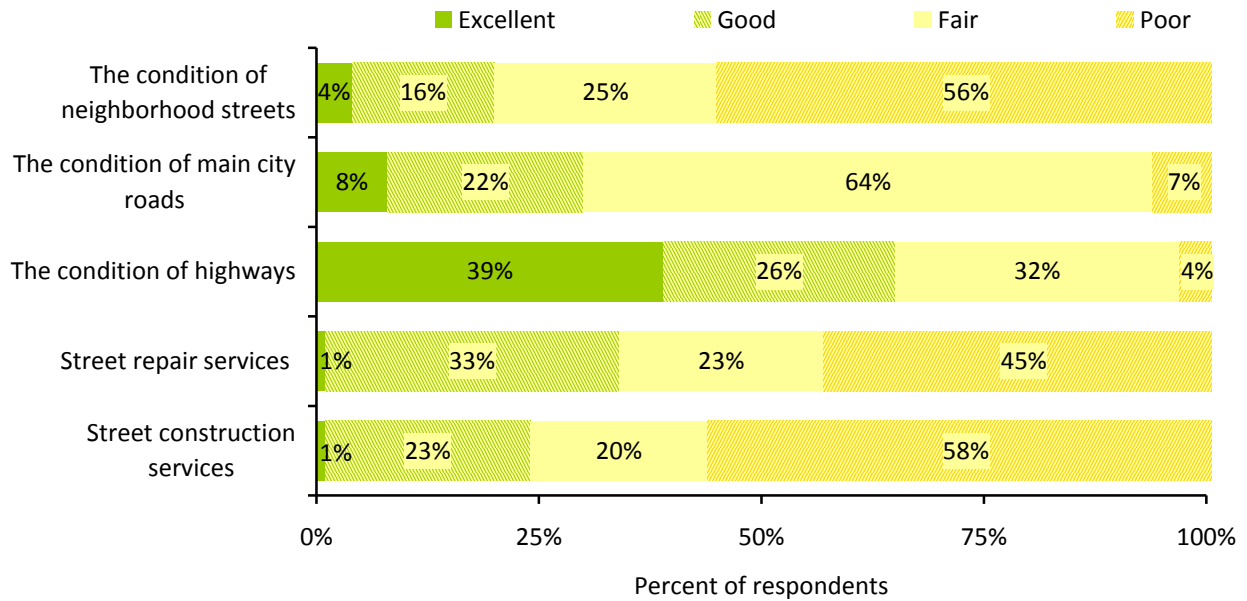


Figure 22: Quality of City Drainage and Drainage Services



The condition of neighborhood streets and the quality of city street repair and construction were rated as poor by about half the residents. The condition of main roads and highways were rated higher, most thought the condition of highways was excellent or good and the condition of main roads in the city was fair.

Figure 23: Quality of City Roads and Road Services



GREEN AREAS AND PARKS

Many residents in Mehterlam had access to parks, although they were not necessarily close to their home. Parks for adults and teens were thought to be in better condition than parks for women and children.

Figure 24: Availability of City Parks

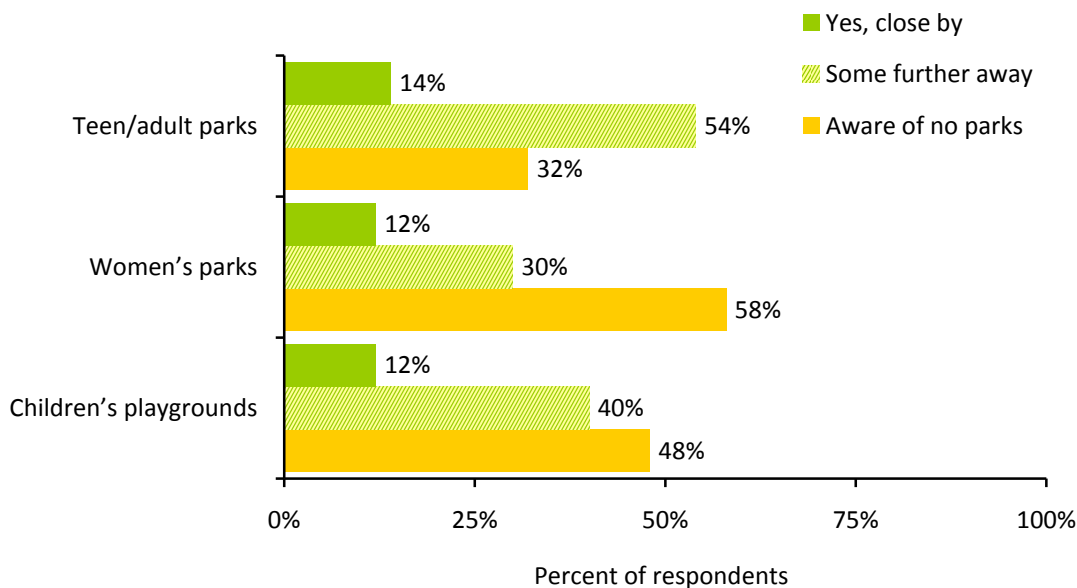
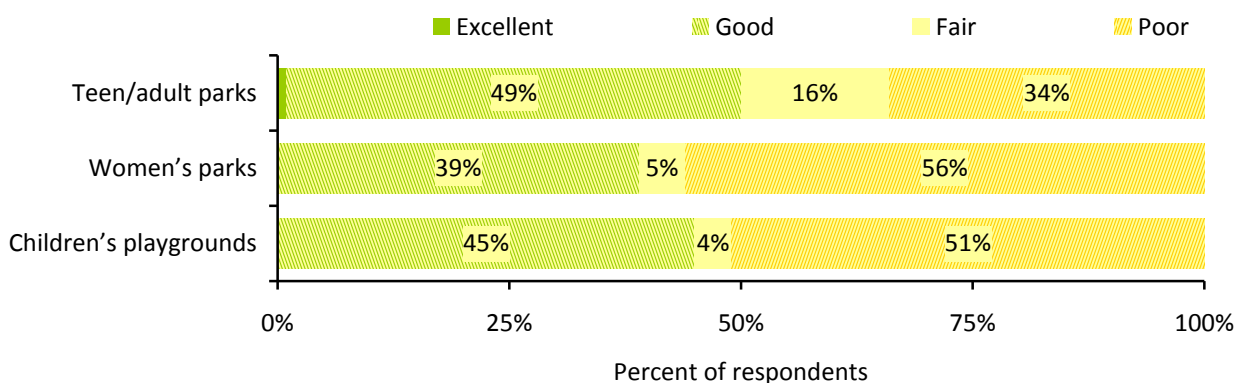


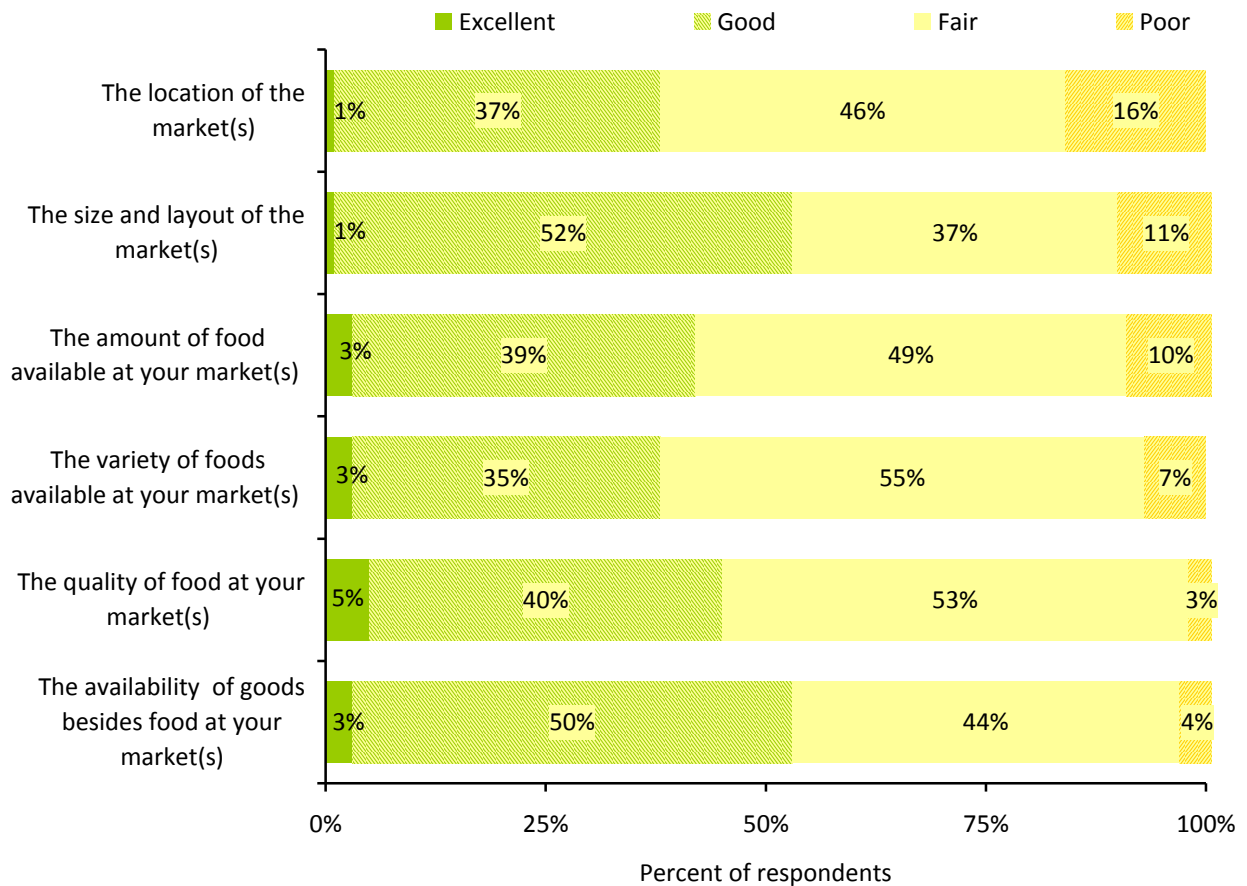
Figure 25: Quality of City Parks



MARKET

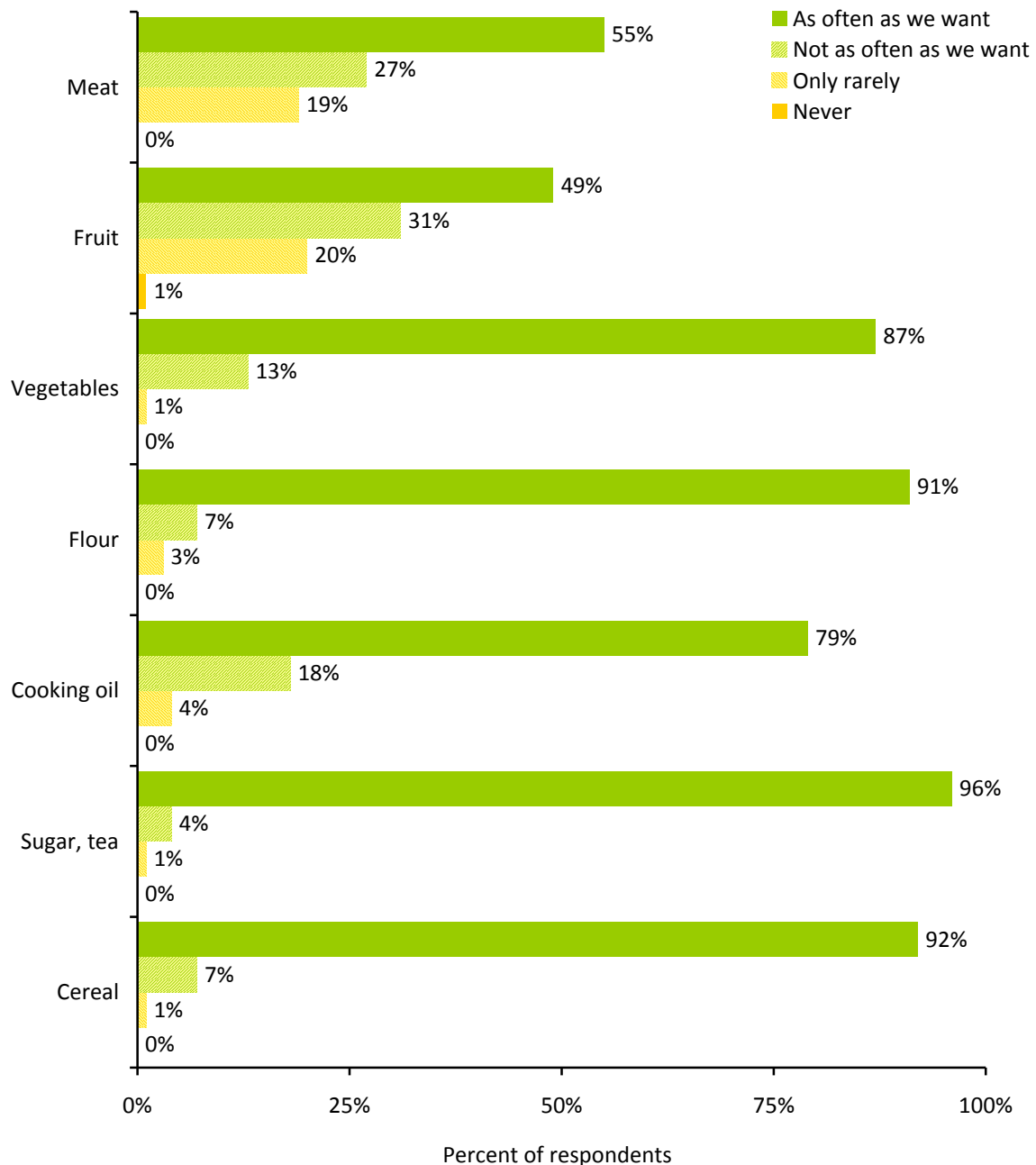
Residents were generally content with their market, about half thought the amount, variety and quality of the food was fair and about 40% thought it was excellent or good. About half thought the size and layout of the market and availability of non-food items were excellent or good and 40% rated them fair.

Figure 26: Quality of City Market



Almost all residents said that they could afford flour, cooking oil, sugar, tea, cereals and vegetables whenever they wanted. Meat and fruit were a little harder to come by. About half the households said they could afford meat and fruit whenever they wanted, but about 20% could only rarely afford them.

Figure 27: Family Can Afford Food at the Market



SERVICE PRIORITIES

Residents were asked what the top three service priorities should be for the municipal government amongst eight possible services. Three services were named in the top three by at least half of the respondents: supplying clean drinking water, providing electricity service and a new dump site for trash. Providing electricity was most often named as the first priority, followed by providing a new dump site for trash and providing clean drinking water.

Figure 28: Municipal Service Priorities

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	18%	37%	18%	28%
Provide electricity service	25%	12%	25%	39%
A new dump site for trash to reduce leaching into water and the spread of disease	22%	13%	22%	44%
Public containers for trash in residential and commercial areas	19%	7%	7%	68%
Street repair	11%	13%	9%	68%
Ditch cleaning, repair and construction	6%	13%	10%	73%
Provide green areas/parks	2%	3%	9%	87%
Provide a new area for a market	1%	3%	1%	96%

GOVERNANCE

When asked who they would contact if they had a problem related to the city, residents of Mehterlam were most likely to contact a tribal leader or Malik (46%), the mayor (15%) or their Shura, CDC (Community Development Council) or Jirga (13%). Only a few (3%) would contact the Mullah, but many said they would not contact anyone (23%). About half the residents knew who the mayor was.

Most residents (56%) had contacted the municipal government at sometime in the past to solve a problem or get a service.

Figure 29: If You Have a Problem with Something Related to the City, Who Would You

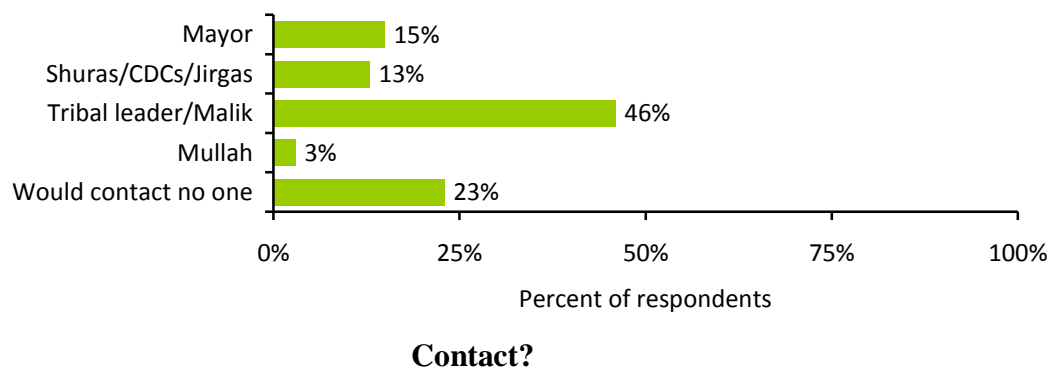


Figure 30: Who Is Your Mayor?

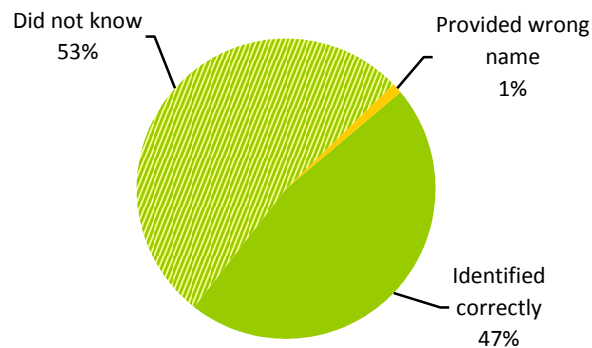
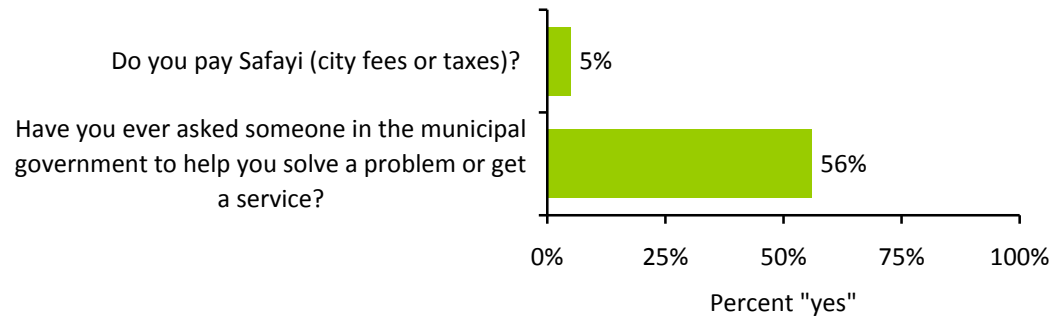


Figure 31: Contact with City Government



Only 5% of residents said they paid Safayi taxes or fees and most paid under 200 Afn per month. When asked what they thought would happen if they contacted the City to have their street fixed, only 12% thought it would be fixed within the year, but most (83%) thought it would be added to a long wait list.

Figure 32: If You Pay Safayi, How Much Do You Pay Per Month?

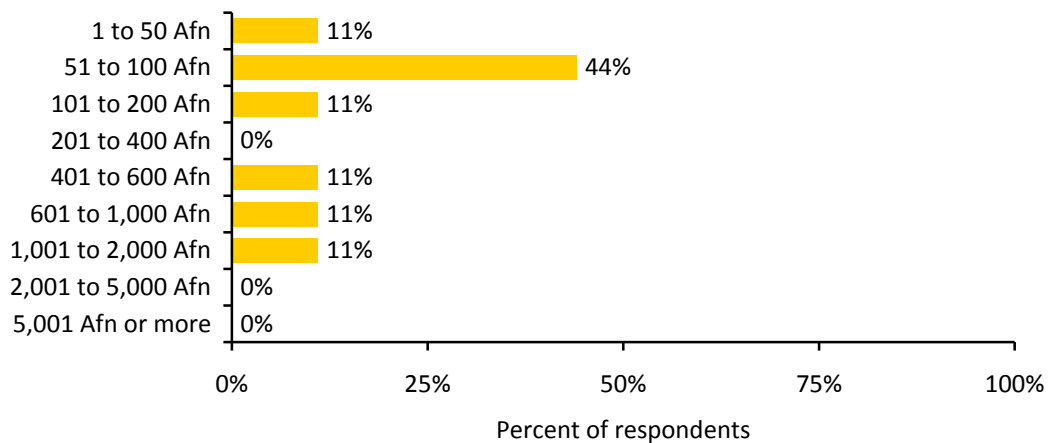
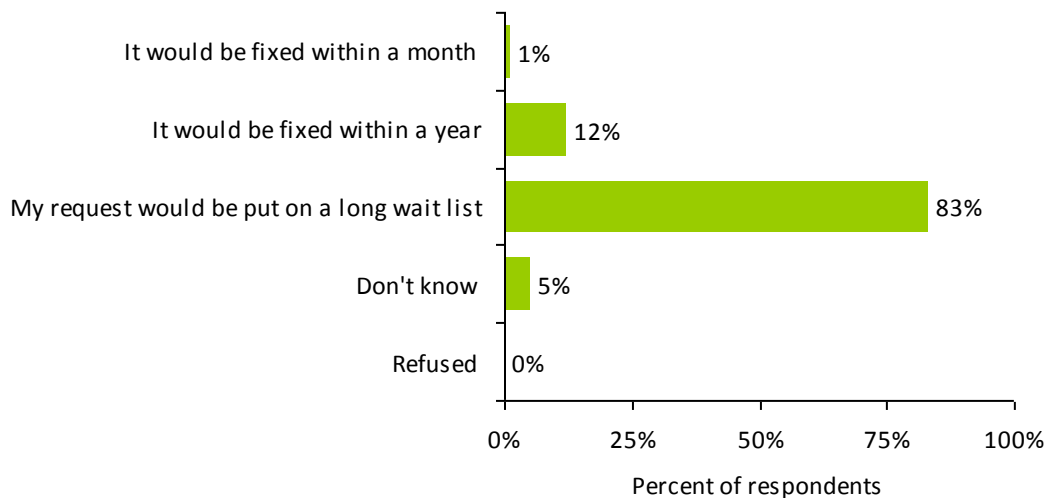


Figure 33: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?



Residents in Mehterlam were split about how much their local government is working for them; 39% thought almost never or rarely and 61% thought sometimes or always. They were more optimistic about how much influence they could have on the government; again, 39% thought they could have a lot of influence, 40% thought they could have a little, 20% thought very little and only 1% said none at all.

Figure 34: How Often Do You Think Local Government Officials Are Working to Serve People Like You?

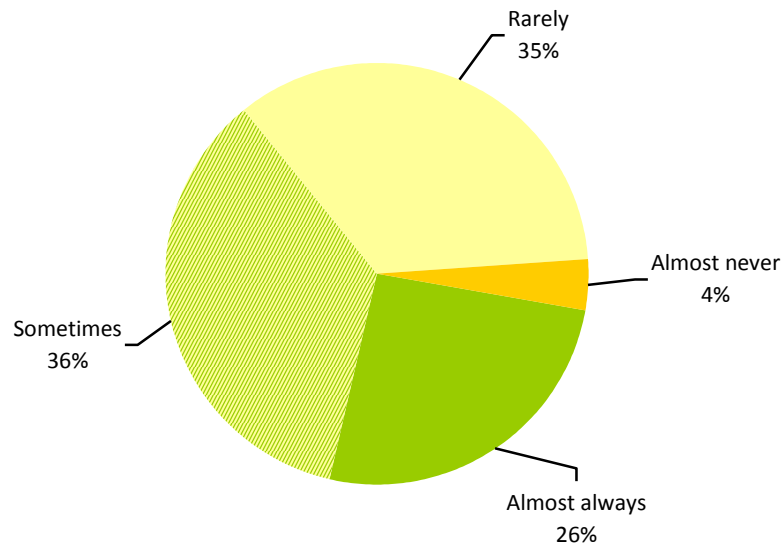
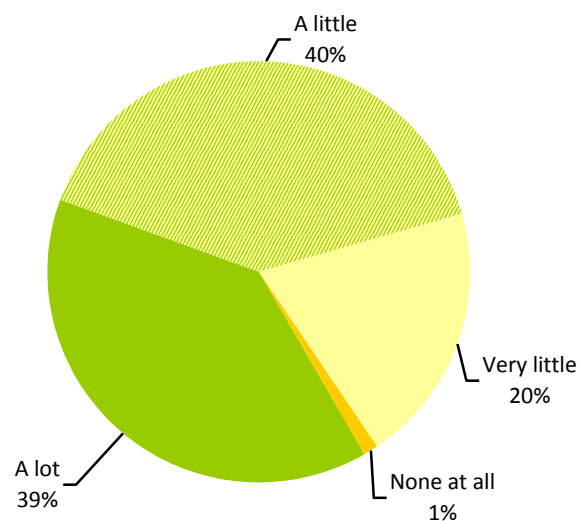
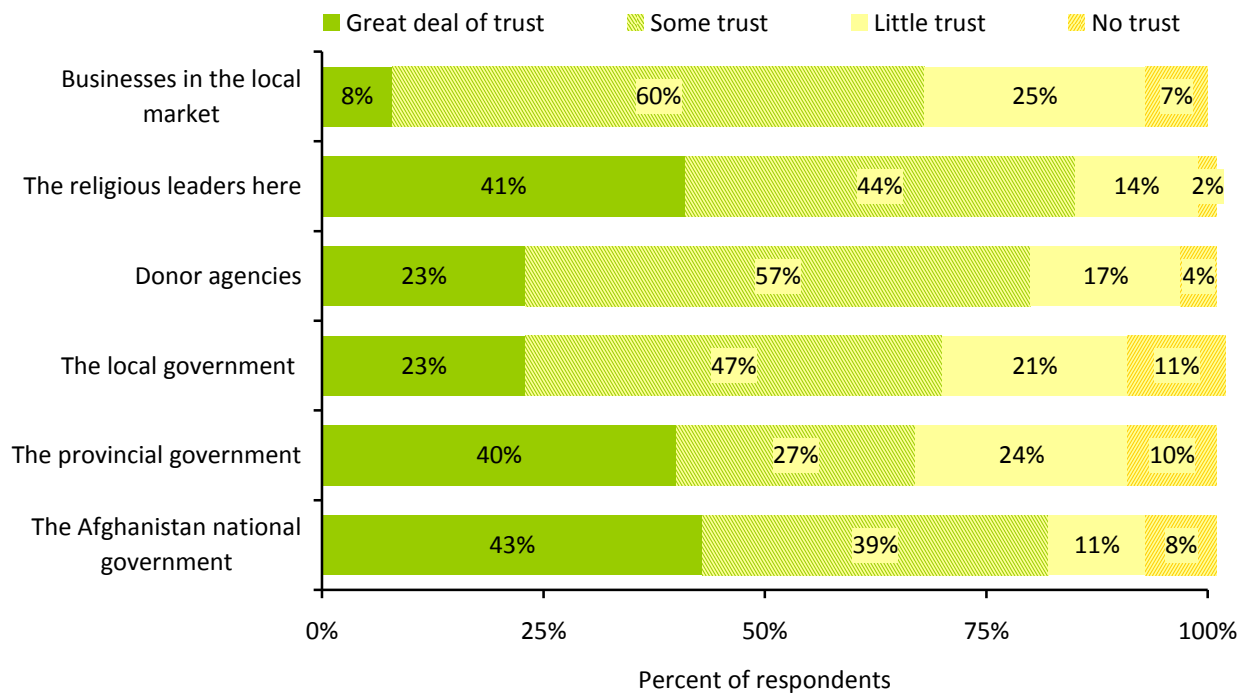


Figure 35: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?



Most residents expressed at least some trust and often a great deal of trust that government officials and other representatives were conducting activities to benefit the people of Mehterlam. They had the most trust in local religious leaders the national and provincial government but 70% had at least some trust in local government and 80% had at least some trust donor agencies.

Figure 36: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?



Even though they had some trust in the provincial and national government, almost all thought corruption in the provincial government and Afghanistan as a whole was a major problem and almost half thought the corruption had increased in the past year.

Figure 37: Level of Corruption

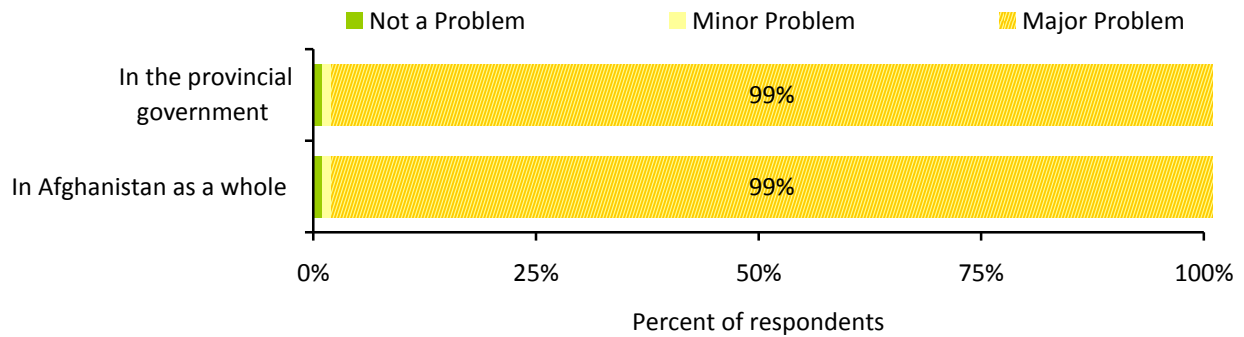
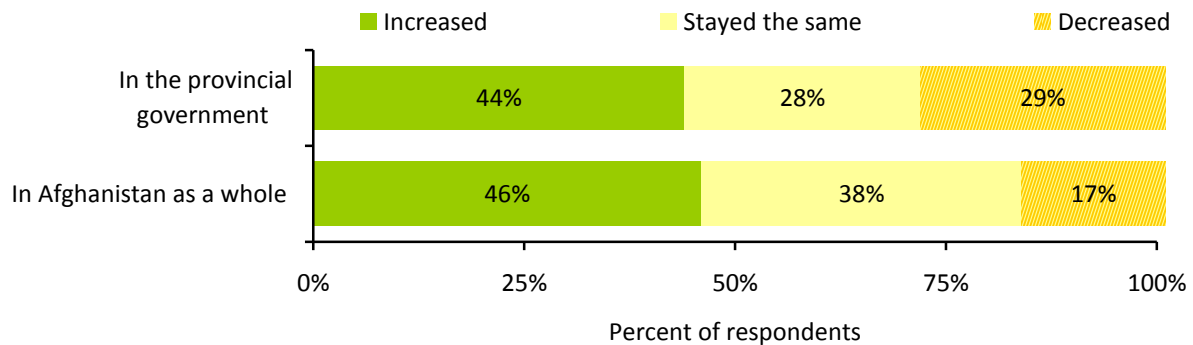
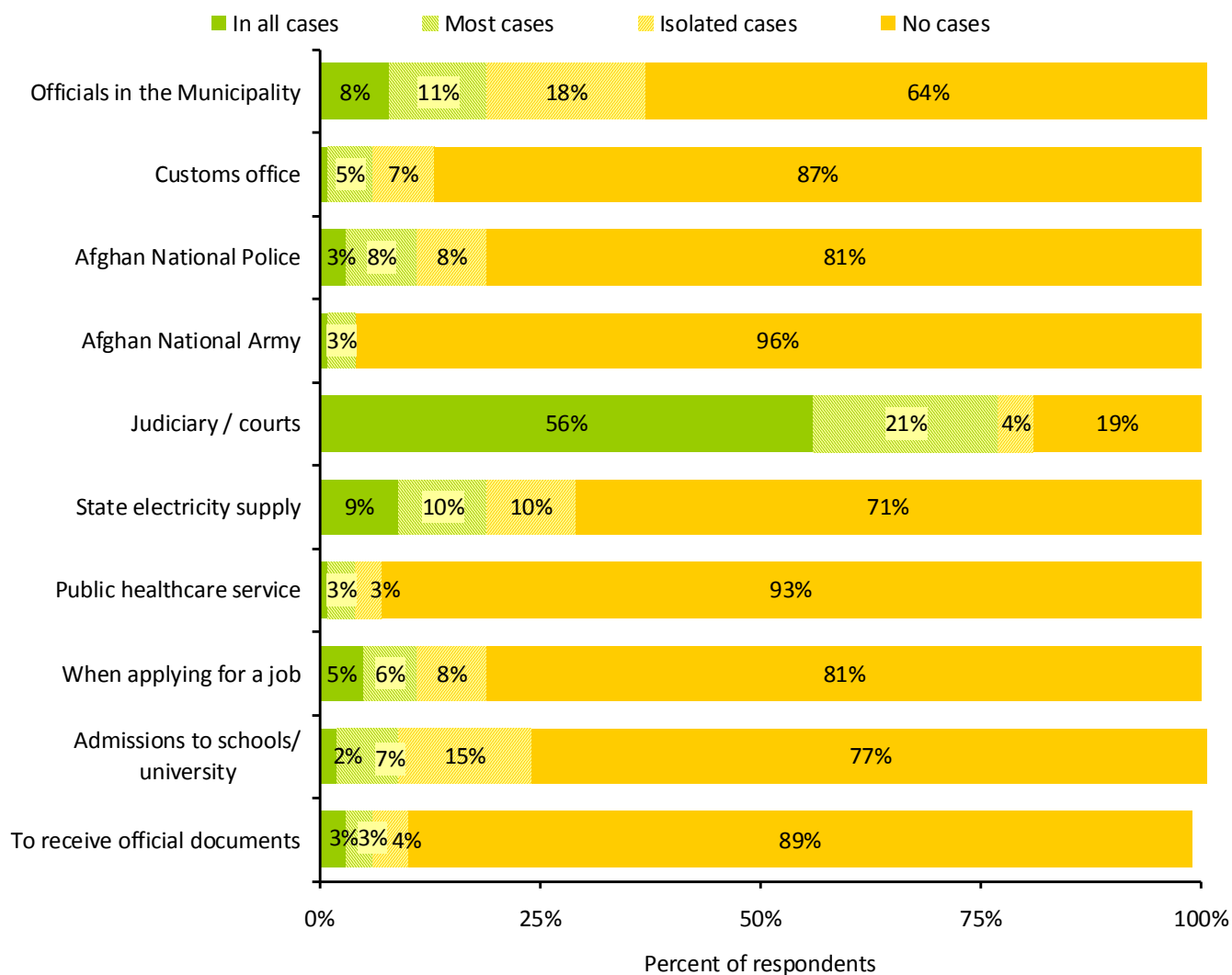


Figure 38: Change in Level of Corruption in Last Year



When asked if they had been asked to give cash, gifts or a favor when they were in contact with various government officials, most residents said they had not been asked. The officials who were most likely to have asked for cash, gift or a favor were the judiciary or court, the municipality and the state electricity supply.

Figure 39: When You Were in Contact with Government Officials in the Past Year, Have You Had to Give Cash, a Gift or Perform a Favor for an Official?



Note: Only for those who had contact with Government Official

WOMEN IN SOCIETY

Almost all the residents were aware of the Ministry of Women's Affairs and its local office. Most respondents, regardless of gender, were supportive of women pursuing an education and a role in government.

Figure 40: Awareness of Ministry of Women's Affairs

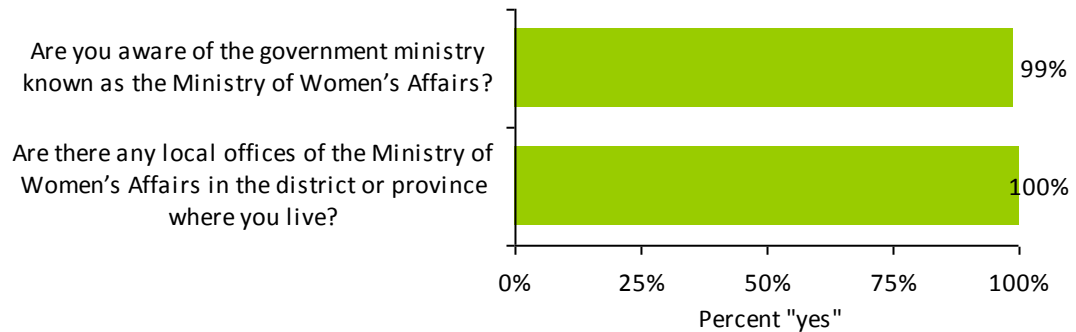


Figure 41: Agreement that Women Should Have Equal Opportunities Like Men In Education

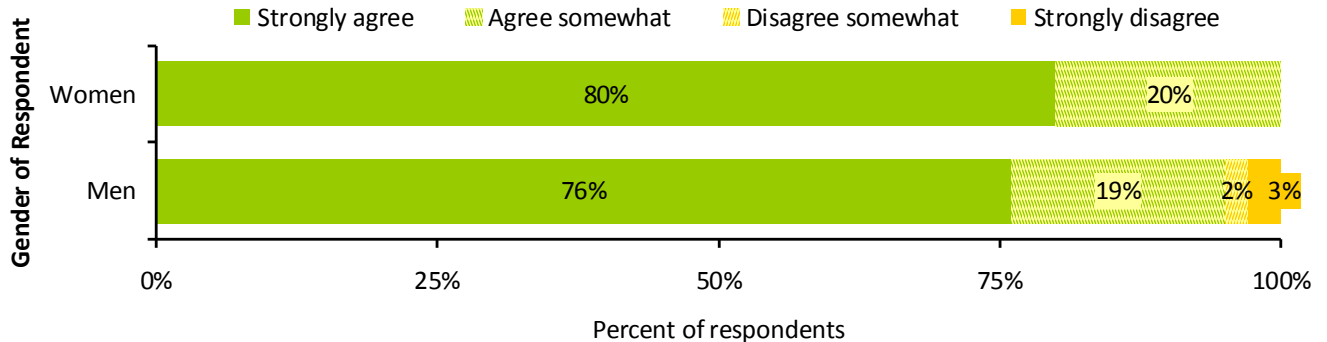
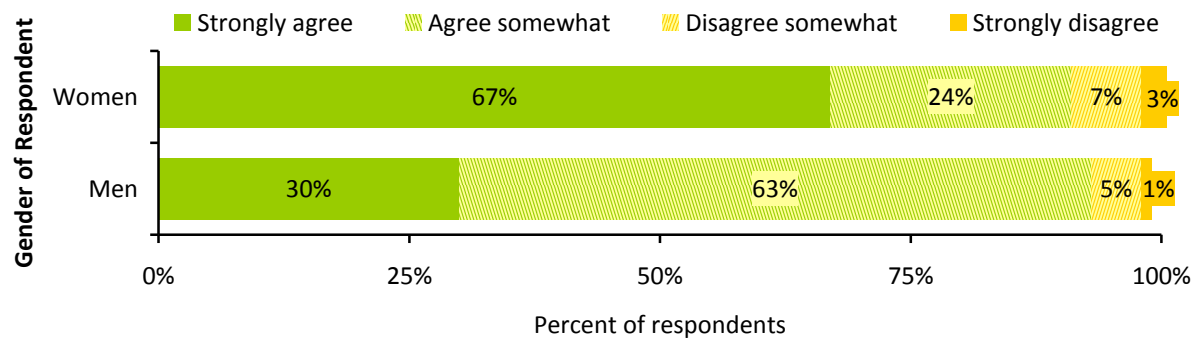


Figure 42: Agreement that Women Should Have Equal Opportunities Like Men In Government



APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	67	34%
6-10 years	33	17%
11-20 years	37	19%
21-40 years	50	25%
41 or more years	12	6%
Total	199	100%

Q1 Average Number of Years Lived in City	
Average years in Mehterlam	17

Q2 Quality of Life in City													
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Overall quality of life in Mehterlam	3	2%	92	46%	68	34%	37	19%	0	0%	0	0%	200
The quality of schools in your city	2	1%	45	23%	115	58%	38	19%	0	0%	0	0%	200
The quality of healthcare facilities in your city	2	1%	71	36%	90	45%	37	19%	0	0%	0	0%	200

Q2 Quality of Life in City														
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The health of people in your city	0	0%	102	51%	46	23%	52	26%	0	0%	0	0%	200	100%
The cleanliness of city streets	0	0%	53	27%	25	13%	122	61%	0	0%	0	0%	200	100%
The number of job opportunities in your city	1	1%	111	56%	22	11%	66	33%	0	0%	0	0%	200	100%
The number of businesses in your city	0	0%	107	54%	37	19%	53	27%	1	1%	2	1%	200	100%

Q2 Average Rating of Quality of Life in City	
	Average rating*
Overall quality of life in Mehterlam	2.3
The quality of schools in your city	2.1
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	1.7
The number of job opportunities in your city	2.2
The number of businesses in your city	2.3
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	137	69%
Yes, part time	45	23%
No, not employed	18	9%
Refused	0	0%

Q3 Is the head of your household currently employed?		
	Number	Percent
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Mehterlam have increased, stayed the same or decreased?		
	Number	Percent
Increased	99	50%
Stayed the same	71	36%
Decreased	28	14%
Refused	1	1%
Don't know	1	1%
Total	200	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	9	5%
No	191	96%
Total	200	100%

Q5 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 Afn	1	11%
51 to 100 Afn	4	44%
101 to 200 Afn	1	11%
201 to 400 Afn	0	0%
401 to 600 Afn	1	11%
601 to 1,000 Afn	1	11%
1,001 to 2,000 Afn	1	11%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%

Q6 How do you dispose of your household trash?		
	Number	Percent
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	120	60%
Dispose in public container	3	2%
Take to an official dump site	14	7%
Take to an improvised dump site	62	31%
Door to door collection	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	2	67%
On the next street	1	33%
Several streets away	0	0%
Further than several streets away	0	0%
Total	3	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	6	3%
Somewhat dissatisfied	20	10%
Very dissatisfied	174	87%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.2
*average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied	

Q8 How often does the city clean trash from streets?		
	Number	Percent
Every day	0	0%
A couple/few times a week	0	0%
Once a week	1	1%
Once every two or three weeks	0	0%
Once a month or less frequently	16	8%
Never	183	92%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q9 Who do you pay for this trash service?		
	Number	Percent
The city, it is covered by the Safayi fees/taxes	10	5%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	189	95%

Q9 Who do you pay for this trash service?		
	Number	Percent
Total	199	100%

Q10 Quality of Trash Services													
How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Removal of illegal/improvised dumpsites	0	0%	10	5%	4	2%	185	93%	1	1%	0	0%	200
Provision of legal dumpsites	0	0%	29	15%	3	2%	167	84%	0	0%	1	1%	200
Provision of garbage bins in residential areas	0	0%	17	9%	1	1%	182	91%	0	0%	0	0%	200
Provision of garbage bins in commercial areas	0	0%	71	36%	11	6%	118	59%	0	0%	0	0%	200
Cleaning garbage from the streets	0	0%	10	5%	0	0%	189	95%	0	0%	0	0%	199
Affordability of trash service	0	0%	15	8%	6	3%	150	75%	2	1%	27	14%	200

Q10 Average Rating of Satisfaction with Trash Services	
	Average rating*
Removal of illegal/improvised dumpsites	1.1
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.8
Cleaning garbage from the streets	1.1
Affordability of trash service	1.2
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q11 Which of the following sources do you use for drinking water?		
	Number	Percent
Well on property	157	79%
Shared well with neighbors	38	19%
River, canal or other open source	0	0%
Public Standpipe	5	3%
Government supplied piped water at home	6	3%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

Q12 Who do you pay for this water service?		
	Number	Percent
City water supply department	7	4%
A private firm/person	0	0%
No one	193	97%
Total	200	100%

Q12 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 Afn	0	0%
51 to 100 Afn	2	29%
101 to 200 Afn	2	29%
201 to 400 Afn	0	0%
401 to 600 Afn	3	43%
601 to 1,000 Afn	0	0%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%
Total	7	100%

Q13 Quality of Government Water Services, if Connected													
[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Frequency of supply (times per week)	0	0%	3	43%	1	14%	3	43%	0	0%	0	0%	7 100%
Amount supplied	0	0%	4	57%	1	14%	2	29%	0	0%	0	0%	7 100%
Overall quality of water for drinking	0	0%	1	14%	1	14%	5	71%	0	0%	0	0%	7 100%

Q13 Average Rating of Satisfaction with Water Services	
	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	2.3
Overall quality of water for drinking	1.4
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?		
	Number	Percent
Yes	51	26%
No	149	75%
Total	200	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?		
	Number	Percent
Government provided electricity that is not a public generator	148	74%
No electricity	29	15%
Solar Energy	8	4%
Personal Generator	7	4%
Shared Generator (with neighbors)	5	3%
Large batteries/invertors (such as for running TV, lights, etc.)	2	1%
Public Generator (from government)	1	1%
Micro Hydro Power (MHP)	0	0%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	149	75%
A private firm/person	5	3%
No one	46	23%
Total	200	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 Afn	0	0%
51 to 100 Afn	0	0%
101 to 200 Afn	2	1%
201 to 400 Afn	4	3%
401 to 600 Afn	12	8%
601 to 1,000 Afn	33	21%
1,001 to 2,000 Afn	59	38%
2,001 to 5,000 Afn	38	25%
5,001 Afn or more	6	4%
Total	154	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per	13	9%	25	17%	104	69%	8	5%	0	0%	0	0%	150	100%

Q17 Quality of Government Electricity Services, If Connected													
[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total
week supplied													
Number of hours per day supplied	11	7%	48	32%	82	55%	9	6%	0	0%	0	0%	150 100%
Quality of supply (Electricity power & its cut out during service hours)	34	23%	39	26%	62	41%	15	10%	0	0%	0	0%	150 100%
Price for electric supply	5	3%	50	33%	44	29%	51	34%	0	0%	0	0%	150 100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected	
	Average rating*
Number of days per week supplied	2.3
Number of hours per day supplied	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.6
Price for electric supply	2.1
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q18 What type of toilet do you have at your home?		
	Number	Percent
Indoor plumbing	13	7%
Dry latrine	171	86%
Latrine with septic	16	8%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

Q19 What type of drainage do you have for your waste water?		
	Number	Percent
Open ditch/canal	171	86%
Septic system	26	13%
City pipeline/sewer	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%
Total may exceed 100% as respondents could provide more than one response.		

Q20 Condition of Drainage and Quality of Drainage Services in City													
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total
The condition of drainage ditches near home	1	1%	49	25%	16	8%	134	67%	0	0%	0	0%	200
The condition of larger drainage ditches throughout the city	0	0%	73	37%	51	26%	76	38%	0	0%	0	0%	200
Ditch cleaning services	0	0%	62	31%	3	2%	135	68%	0	0%	0	0%	200
Ditch repair services	0	0%	47	24%	13	7%	140	70%	0	0%	0	0%	200
Ditch construction services	0	0%	57	29%	12	6%	131	66%	0	0%	0	0%	200

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City	
	Average rating*
The condition of drainage ditches near home	1.6
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.6
Ditch repair services	1.5
Ditch construction services	1.6
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q21 Quality of Roads and Road Services														
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	8	4%	31	16%	50	25%	111	56%	0	0%	0	0%	200	100%
The condition of main city roads	15	8%	44	22%	127	64%	14	7%	0	0%	0	0%	200	100%
The condition of highways	78	39%	51	26%	63	32%	7	4%	0	0%	0	0%	199	100%
Street repair services	1	1%	65	33%	45	23%	89	45%	0	0%	0	0%	200	100%
Street construction services	1	1%	45	23%	39	20%	115	58%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	1.7
The condition of main city roads	2.3
The condition of highways	3.0
Street repair services	1.9
Street construction services	1.7
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	27	14%	108	54%	64	32%	0	0%	1	1%	200	100%
Women's parks	23	12%	60	30%	115	58%	0	0%	2	1%	200	100%
Children's playgrounds	23	12%	79	40%	95	48%	3	2%	0	0%	200	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	1	1%	66	33%	22	11%	46	23%	0	0%	65	33%	200	100%
Women’s parks	0	0%	33	17%	4	2%	47	24%	0	0%	116	58%	200	100%
Children’s playgrounds	0	0%	47	24%	4	2%	53	27%	1	1%	95	48%	200	100%

Q23 Average Rating of Quality of Parks													
										Average rating*			
Teen/adult parks										2.2			
Women's parks										1.8			
Children's playgrounds										1.9			

*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24 Quality of City's Market														
How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	2	1%	73	37%	92	46%	32	16%	0	0%	0	0%	199	100%
The size and layout of the market(s)	1	1%	104	52%	74	37%	21	11%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	6	3%	77	39%	98	49%	19	10%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	6	3%	70	35%	110	55%	14	7%	0	0%	0	0%	200	100%
The quality of food at your market(s)	9	5%	80	40%	106	53%	5	3%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	6	3%	99	50%	87	44%	7	4%	0	0%	1	1%	200	100%

Q24 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	2.2
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.3
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.5
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	109	55%	53	27%	38	19%	0	0%	0	0%	0	0%	200	100%
Fruit	97	49%	62	31%	40	20%	1	1%	0	0%	0	0%	200	100%
Vegetables	174	87%	25	13%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	181	91%	13	7%	6	3%	0	0%	0	0%	0	0%	200	100%
Cooking oil	158	79%	35	18%	7	4%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	192	96%	7	4%	1	1%	0	0%	0	0%	0	0%	200	100%
Cereal	184	92%	14	7%	2	1%	0	0%	0	0%	0	0%	200	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	37	19%	14	7%	14	7%	135	68%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	43	22%	26	13%	44	22%	87	44%	200	100%
Ditch cleaning, repair and construction	11	6%	25	13%	19	10%	145	73%	200	100%
Street repair	21	11%	26	13%	18	9%	135	68%	200	100%
Supplying clean drinking water	36	18%	74	37%	35	18%	55	28%	200	100%
Provide a new area for a market	1	1%	5	3%	2	1%	192	96%	200	100%
Provide green areas/parks	4	2%	6	3%	17	9%	173	87%	200	100%
Provide electricity service	49	25%	23	12%	50	25%	78	39%	200	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	30	15%
Shuras/CDCs/Jirgas	26	13%
Tribal leader/Malik	91	46%
Mullah	6	3%
Would contact no one	46	23%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	110	55%
No	88	44%
Don't know	1	1%
Refused	0	0%
Total	199	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	1	1%
It would be fixed within a year	24	12%
My request would be put on a long wait list	166	83%
Other	0	0%
Don't know	9	5%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	1	1%
Somewhat good job	168	84%
Somewhat bad job	25	13%
Very bad job	6	3%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q31 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	51	26%
Sometimes	72	36%
Rarely	70	35%
Almost never	7	4%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	78	39%
A little	80	40%
Very little	40	20%
None at all	2	1%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	16	8%	119	60%	49	25%	14	7%	1	1%	1	1%	200	100%
The religious leaders here	81	41%	88	44%	27	14%	4	2%	0	0%	0	0%	200	100%
Donor agencies	45	23%	113	57%	34	17%	7	4%	0	0%	1	1%	200	100%
The local government	45	23%	93	47%	41	21%	21	11%	0	0%	0	0%	200	100%
The provincial government	79	40%	53	27%	48	24%	20	10%	0	0%	0	0%	200	100%
The Afghanistan national government	86	43%	77	39%	21	11%	16	8%	0	0%	0	0%	200	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	93	47%
Did not know	105	53%
Provided wrong name	2	1%
Total	200	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	197	99%	2	1%	1	1%	0	0%	0	0%	200	100%
In Afghanistan as a whole	197	99%	2	1%	1	1%	0	0%	0	0%	200	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial	87	44%	55	28%	58	29%	0	0%	0	0%	200	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...												
	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
government												
In Afghanistan as a whole	91	46%	76	38%	33	17%	0	0%	0	0%	200	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?																
	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	12	6%	17	9%	27	14%	98	49%	46	23%	0	0%	0	0%	200	100%
Customs office	1	1%	5	3%	6	3%	79	40%	109	55%	0	0%	0	0%	200	100%
Afghan National Police	5	3%	11	6%	11	6%	117	59%	56	28%	0	0%	0	0%	200	100%
Afghan National Army	1	1%	4	2%	0	0%	125	63%	70	35%	0	0%	0	0%	200	100%
Judiciary / courts	75	38%	28	14%	5	3%	25	13%	67	34%	0	0%	0	0%	200	100%
State electricity supply	11	6%	12	6%	13	7%	88	44%	76	38%	0	0%	0	0%	200	100%
Public healthcare service	1	1%	4	2%	4	2%	114	57%	77	39%	0	0%	0	0%	200	100%
When applying for a job	6	3%	7	4%	9	5%	91	46%	87	44%	0	0%	0	0%	200	100%
Admissions to schools/ university	2	1%	8	4%	17	9%	90	45%	83	42%	0	0%	0	0%	200	100%
To receive official documents	4	2%	4	2%	5	3%	104	52%	83	42%	0	0%	0	0%	200	100%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?
--

	Number	Percent
Yes	195	98%
No	1	1%
Don't know	4	2%
Refused	0	0%
Total	200	100%

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?

	Number	Percent
Yes	193	99%
No	0	0%
Don't know	2	1%
Refused	0	0%
Total	195	100%

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	154	77%
Agree somewhat	39	20%
Disagree somewhat	3	2%
Strongly disagree	4	2%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	147	74%
Agree somewhat	40	20%
Disagree somewhat	5	3%
Strongly disagree	8	4%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	1	1%
18-30 years old	84	42%
31-40 years old	54	27%
41-50 years old	29	15%
51-60 years old	22	11%
61 or more years old	9	5%
Total	199	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	110	55%
Retired	1	1%
Housewife	56	28%
Student	28	14%
Unemployed	7	4%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?		
	Number	Percent of households
Never went to school	69	35%
Primary School, incomplete (classes 1 to 5)	4	2%
Primary School, complete (finished class 6)	6	3%
Secondary education, incomplete (classes 7 to 8)	10	5%
Secondary education, complete (finished class 9)	15	8%
High School (classes 10 to 12)	68	34%
University education or above	28	14%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?		
	Number	Percent of households
Single	39	20%
Married	158	79%
Widower/ Widow	3	2%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q46 How many people live here in this house?		
	Number	Percent of households
No people	1	1%
1-5 people	7	4%
6-10 people	89	45%
10-20 people	94	47%
21 or more people	9	5%
Total	200	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	31	16%
Own	169	85%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	166	83%
No	29	15%
Don't know	4	2%
Refused	1	1%
Total	200	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	168	84%
1,000 Afn or less per month	5	3%
1,001-2,000 Afn per month	9	5%
2,001-3,000 Afn per month	6	3%
3,001-4,000 Afn per month	5	3%
4,001-5,000 Afn per month	4	2%
5,001-7,500 Afn per month	1	1%
7,501 or more Afn per month	1	1%
Total	199	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 Afs	0	0%
2,001 - 3,000 Afs	1	1%
3,001 - 5,000 Afs	22	11%
5,001 - 10,000 Afs	64	32%
10,001 - 15,000 Afs	56	28%
15,001 - 20,000 Afs	35	18%
20,001 - 25,000 Afs	13	7%
25,001 - 40,000 Afs	6	3%
more then 40,000 Afs	1	1%
Refused	1	1%
Don't know	1	1%
Total	200	100%

Q51 Gender		
	Number	Percent of households
Male	144	72%
Female	56	28%
Total	200	100%

APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages.

This survey is intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

2010 Sample Sizes			
City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150

2010 Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- ²
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

¹ The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.

² Due to safety concerns it was not possible to interview residents in Parun in 2010

To randomly choose households in each city, random route sampling was applied. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every Nth household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons.

Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible. Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered

by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.

PART TWO: INTERNAL SURVEY MEHTERLAM CITY



September 7, 2010

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Annexes:

- Survey Instruments
- Samples

PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY

The purpose of the internal survey is to establish a simplified baseline measurement of the performance of municipal administrations, focusing on the four municipal management functions: financial management, planning and development (including economic development), public works, and revenue enhancement. The internal survey results included below serve to capture the *current status* of municipal operations, which can then be used to document and measure progress, as well as identify priority areas require technical and/or material assistance.

The internal survey results are not intended to provide detailed, granular analysis or narrative detail on *how* municipalities currently operate; rather, it is a starting point to identify priority areas requiring interventions, and determining the main entry points for technical assistance.

As RAMP UP continues in its development of Municipal Improvement Plans, RAMP UP, through its municipal team leaders and embedded staff, will use the survey results to delve deeper into the specific capacities of municipal personnel and to diagnose structural reforms and changes in core practices required to improve the delivery of essential services. The survey results will contribute to:

- Defining the training and capacity-building needs of municipal staff in the four target functions, which will be incorporated into the municipal improvement plans (MIPs).
- Identifying existing capacities and gaps related to providing services in accordance with municipal mandates
- Developing recommendations for restructuring municipal departments and systems to be incorporated into the Service Delivery Improvement Plan.
- Provide data on a municipality's current assets (basic inventory)
- Explain existing practices related to revenue generation, revenue collections and public expenditure management.

The survey was conducted by municipal department heads supported by their respective Embedded Advisors. Embedded Advisors, in turn, were supported by subject area experts from the RAMP UP main office in Kabul.

METHODOLOGY

In August, 2010, RAMP UP East staff developed the first draft of the internal assessment instrument, as well as a timeline for its deployment. The instrument was vetted with IDLG and USAID, and then field tested in Charikar. Following the field test, RAMP UP staff, including embedded advisors, were trained on how to use the instrument.

A team of interviewers from RAMP UP east then visited Mehterlam in September 2010 to assess the capacity of the municipality. The internal survey team was lead by the Mehterlam municipal team leader and public finance, economic development and public works embedded advisors.

The internal survey team was introduced to the staff of the municipality by the provincial team leader in presence of RAMP-UP staff. The objectives of baseline survey were then explained to the participating municipal staff by the internal survey team leader.

The internal survey team leader interviewed the mayor / deputy mayor while embedded advisors worked with their relevant department heads and municipal staff, following a brief introduction of the survey. The surveyors then began asking questions and requesting relevant attachments and documents.

The completed questionnaires, along with all attachments, were taken back to Kabul for final data entry and analysis.

Table 1: Assessment Areas, Interviewers and Interviewees

Assessment Area	Interviewer	Name of person interviewed	Title of person interviewed	Date of interview
General	Sardar Mohammad	Haji Abdul Muqem Abdullah	Mayor	Sep, 19,2010
Financial Management	Dost Mohammad Baheer	Abdul wali	Finance Manager	Sep, 19,2010
Planning and Economic Development	Mqsood Haider	Mohammad Tahir	Administration Officer	Sep,19,2919
Revenue Enhancement	Dost Mohammad Baheer	Abdul Wahab	Head of Revenue Department	Sep,19,2010
Public Works	Eng. Khaista Gul Nasery	Abdul Muqem Abdullah	Mayor	Sep,19,2010

This report outlines the municipality's current capacities in each of the four functional areas (Financial Management, Planning and Economic Development, Revenue Enhancement, and Public Works), as well as providing an overview of municipal capacity as of September, 2010. For each functional area, an inventory of reference documents, staff and infrastructure were taken. The detailed results are presented below.

A. GENERAL INFORMATION

The following table reflects responses questions asked to mayor and deputy mayor related to basic, overarching topics of municipal administration and management.

Table 2: Municipal Reference and Planning Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have the IDLG terms of reference for your municipality?	Yes	Yes
Do you have a City Master Plan?	Yes	Yes
Do you have a Municipal profile?	No	No
Do you have a Municipal organization chart?	No	No
Do all municipal staff members have a written job description?	(Some) 18 Municipal employees have Job descriptions	Some copies are provided
Do you have work plans for different municipal functional areas?	Yes	Yes
Do you have a copy of the Provincial Development Plan (PDP)?	Yes	Yes
Do you have a list of donors that have assisted your municipality?	No	No
Do you have a list of city council members?	Yes	No
If it is meeting, are council meeting minutes being kept?	No	No
Do you have a copy of the Current Municipal Law?	Yes	No
Does the municipality have a procedures manual? (A document outlining the standard ways of performing certain functions or duties).	No	No

The below table reflects the self-reported numbers of municipal employees, in conjunction with the IDLG-approved staffing list (*Tashkeel*).

Table 3: Municipal Employees

Type	Total Number	Filled by men	Filled by women	Not filled
As reported on Tashkeel	24	24	No	Unspecified
Reported Contract position	1 (Administration Manager)	1	0	0
Council members*	9	9	0	

*Council members are neighborhood representatives (Naheya).

The below table contains the municipality's response to the question(s) related to how frequently each type of communication or meeting occurs.

Table 4: Frequency of Events

Type	Weekly	Monthly	Quarterly	Annually
How frequently does the City Council meet?	x	x	x	X
How frequently do you communicate with IDLG/DMA?		x		

The below table provides the municipality's responses to the open ended question: "With which other provincial line ministry directorates do you coordinate your activities? Please list them and the activities that you coordinate with them."

Table 5: Provincial Partners

Provincial line ministry directorate	Municipality coordinates with?	Type of activities (as reported by municipality)
PD of Rural Rehabilitation and Development	Yes	Coordination in the construction of roads, bridges, ditches and others projects
PD of Public Works	Yes	Road Construction and maintenance
PD of Agriculture and live stock	Yes	Greenery, plants/trees along roadsides and park maintenance
PD of Urban Development	Yes	Coordination in planning of roads/bridges, ditches and street lights

The following table illustrates responses to the following question: "Is the municipality involved in providing the following public services?"

Table 6: Public Services Provided by Municipality

Service type	Yes, all	Yes, some	Not provided by municipality
Water		X	
Power		X	
Waste water/sanitation		X	

The below indicates responses to the question: "Do you have a mechanism to receive and handle complaints from citizens? If yes, how do you receive and handle complaints?"

Table 7: Methods for Receiving and Handling Complaints

- There is no system in place

B. FINANCIAL MANAGEMENT

The below tables (8 and 9) summarize the municipality's responses to basic questions regarding financial management and budgeting.

Table 8: Financial Management Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a budget for the current year?	Yes	Yes
Does the municipality have a copy of actual revenues and expenditures for the past two years?	Yes	Yes
Do you have an operational budget?	Yes	Yes
Do you have a program or development budget?	Yes	Yes
Do you have a general ledger?	Yes	Yes

Table 9: Financial Management Systems

Type of Document	Manual	Computerized
Is your accounting/budget system manual or computerized?	Yes	No
Do you have a systematic filing system? If so, is it manual or computerized?	Yes	No

Table 10: Financial Management Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	4	4	0	0
Contract position	0	0	0	0

Table 11: Financial Management Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space		X	
Desks and chairs		X	
Computers		X	
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available		4 hours	

C. PLANNING AND ECONOMIC DEVELOPMENT

There is no Planning and Economic Department in Mehterlam Municipality.

D. REVENUE ENHANCEMENT

The below tables (12 and 13) summarize the municipality's responses to basic questions regarding revenue enhancement and economic development.

Table 12: Revenue Enhancement Department Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a list of Municipal owned property (buildings & land)?	Yes	Copy not attached to RAMP UP –East Internal Survey
Do you have a list of revenue sources and how much is collected in each?	Yes	Copy attached to Internal Survey
Are you forecasting revenues?	Yes	Not provided
Do you have standard written procedures for collecting revenues?	Yes	Not provided
Do you have standard written procedures for Safeguarding all revenues collected?	Yes	Not provided
Do you have a procedure manual for revenue collection?	Yes	Not provided

The below table indicates the municipality's response to the questions: "Do you have a systematic filing system?" and if so, is it "Manual or Computerized?"

Table 13: Revenue Enhancement Department Systems

Type of Document	Manual	Computerized
Systematic filing system	Yes	No
Revenue system	Yes	No

Table 14: Revenue Enhancement Department Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	3	3	0	
Contract position	0	0	0	

The below table provides responses to the question: “How often do you collect revenues?”

Table 15: Revenue Collection Frequency and Method

Type	Never	Weekly	Monthly	Quarterly	Annually
Revenue collection		X	X	X	X

The below table summarizes the municipality’s reported collections by revenue source/type:

Table 16: Revenue Collection Sources

Physical Resource	Collected?	Copy of revenue statement	Number of registered licenses	Annual amount (Afs)	Municipal Estimate of Potential Revenues (Afs)
Property Registration Fees	Yes	Yes		36,000,000	36,000,000
Safayi taxes	Yes	Yes		500,000	500,000
Business license Fees	Yes	Yes	Total 1499 business license has been distributed so far, and the registration process in on going.	100,000 to 150,000	100,000 to 150,000

Table 17: Revenue Enhancement Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space		X	
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available		4 hours	

E. PUBLIC WORKS

The below table summarizes the municipality's responses to questions related to public works and service delivery.

Table 18: Public Works Management and Documentation

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do Public Works activities include "Planning"? – determining future projects and accompanying costs. (If yes, please share a copy of a planning document.)	No	No
Do Public Works activities include "Scheduling"? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.)	Yes	Yes
Do Public Works activities include "monitoring"? - seeing project to completion. (If yes, please share a copy of a monitoring document.)	No	No
Do Public Works activities include "Maintenance"? – maintaining public works projects once they are complete. (If yes, please share a copy of a maintenance document.)	No	No
Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.)	No	No
Do you have a trash collection plan? (if so, please share)	Yes	Yes
Do you have a Public Works Asset Inventory List? (If so please share a copy with us).	Yes	Yes
Do you have a regular maintenance schedule for vehicles, tools and equipment?	No	No

Table 19: Public Works Information Systems

Type of Document	Manual	Computerized
Systematic filing system	Yes	No

Table 20: Public Works Employees

Type	Total Number	Filled by men	Filled by women	Not filled
All positions	5	5	0	0
Tashkeel	4	4	0	0
Contract position	1	1	0	0

Table 21: Public Works Activities and Resources

	Yes/No
Do you conduct regular road maintenance?	Yes
Do you conduct regular public parks maintenance	Yes
Does an operations and maintenance facility exist?	No
Do you have a designated dump site?	No
If you have a dumpsite, is it a landfill?	No

The below table includes responses to the following question: “What Public Works assets does the municipality have?”

Table 22: Public Works Inventory

	Number	Use	Location	Operable	Condition	Operator/ driver
Dump truck	3	Park/ solid waste	Municipal warehouse	No	Poor	Yes
Excavator	1	Solid waste	Municipal warehouse	No	Poor	Yes
Water Tanker	2		Municipal warehouse	Yes	Good	Yes
Vehicle (Corolla)	1		Municipal warehouse	Yes	Good	Yes
Saracha Taxi	1		Municipal	Yes	Good	Yes

			warehouse			
Pick up	1		Municipal warehouse	Yes	Good	Yes
Motor Cycle	2		Not specified	Yes	Good	Yes
Trash Truck	1		Not specified	Yes	Good	Yes
Shovels	20					
Tools	33		Municipal warehouse			
Wheelbarrows	6		Municipal warehouse			
Generator	1		Municipal warehouse			

Table 23: Public Works Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space			X
Desks and chairs		X	
Computers		X	
Public works software		X	
Network for office computers	X		
Internet access		X	
Number of hours each day that power is available		4 hours	